



Baptist  
Health

# Baptist Health Specialty Pharmacy

Dear Patient,

Welcome.

We are committed to providing you with affordable specialty medications delivered in a timely manner. Our clinical pharmacists and pharmacy personnel work closely with your physician and nurse to ensure you are receiving the right treatment for your needs and are an important part of your team.

The specialty pharmacy provides medications you cannot get from a retail pharmacy, such as high-cost prescriptions or medications that require in-depth counseling, follow-up and monitoring. You can conveniently pick up these prescriptions at the specialty pharmacy or have them delivered directly to your home.

Our knowledgeable and highly skilled pharmacists are available to discuss your therapy and answer any questions you may have regarding your medications and supplies. We also have dedicated team members who can work with you to determine your benefit coverage as well as help you navigate any financial assistance programs.

If you have any questions about the pharmacy or your prescriptions, please contact us at 786-527-8200.

We look forward to caring for you throughout your treatment with Baptist Health Specialty Pharmacy.

Sincerely,

A handwritten signature in black ink, appearing to read 'A. Berni', written in a cursive style.

Angelica A. Berni, Pharm.D., MS, BCPS, CPH  
Director, Baptist Health Specialty Pharmacy

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# About Baptist Health Specialty Pharmacy



Baptist Health Specialty Pharmacy provides you with medications that are not typically available in retail pharmacies. Our trained staff and clinical pharmacists work closely with you and your doctor to:

- Ensure you understand how to take and handle your medication
- Monitor the effectiveness of your medication
- Identify and prevent dangerous side effects
- Educate you on important aspects of your medication
- Pair you with available resources to help contain your costs
- Offer pickup at the pharmacy or free home delivery
- Follow up with you before refills are needed

There are no charges for these services.

Our address:  
14412 Commerce Way  
Miami Lakes, FL 33016

## Hours of Operation

We are open Monday-Friday, 9 a.m.-5:30 p.m.  
A licensed pharmacist is available 24 hours a day,  
seven days a week.

We are closed on the following holidays:

- New Year's Day
- Martin Luther King Jr. Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Christmas

If you need to speak with a pharmacist after hours or on a holiday, call 786-527-8200 and leave your contact information. The pharmacist on call will respond as soon as possible.

## Contact Information

Tel: 786-527-8200

Toll-free: 855-527-MEDS

Prescription fax: 305-279-7068

Email: [OncSpecPharm@BaptistHealth.net](mailto:OncSpecPharm@BaptistHealth.net)



**ACCREDITED**  
Specialty Pharmacy

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# Patient Rights and Responsibilities



Baptist Health believes it is important for you to take an active part in your healthcare. By becoming familiar with your rights and responsibilities as a patient, you can better participate in your care and act as a vital part of the healthcare team. Your rights as a patient:

- Have personal health information shared with the patient management program only in accordance with state and federal law
- Be able to identify staff members through proper identification, such as a name badge, and speak with a staff member supervisor upon request
- Speak to a health professional
- Receive information about the patient management program
- Opt out or decline to participate in the patient management program at any time
- Be fully informed in advance about care/service to be provided, including the specialists who provide care and the frequency of visits, as well as any modifications to the plan of care
- Be informed in advance of care/service to be provided and your financial responsibility

- Receive information about the scope of services 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 advance directive, if applicable, that states your wishes regarding medical care if you are unable to communicate
- Have your property and person treated with respect, consideration and recognition of your dignity and individuality
- Be free from mistreatment, neglect, verbal, mental, sexual and physical abuse, including injuries of unknown source and loss of property
- Voice grievances/complaints regarding treatment or care or lack of respect toward your property; or recommend changes in policy, personnel or care/service without restraint, interference, coercion, discrimination or retaliation
- Have grievances/complaints regarding treatment or care that is (or fails to be) furnished, or lack of respect toward your property investigated
- Have confidentiality and privacy of all health information contained in your medical records
- Be advised on the policies and procedures regarding disclosure of your medical records
- Choose a healthcare provider, including an attending prescriber, if applicable
- Receive appropriate care without discrimination in accordance with prescriber orders, if applicable
- Be informed of any financial benefits when referred to an organization
- Be fully informed of your responsibilities

As a patient, you are responsible for:

- Giving accurate clinical and contact information and to notify Baptist Health Specialty Pharmacy of changes in this information
- Notifying the treating doctor of your participation in the patient management program
- Submitting documents that are necessary to receive services
- Maintaining any equipment provided, if applicable
- Notifying Baptist Health Specialty Pharmacy of any concerns about the care or services provided

For additional questions or concerns about your rights and responsibilities, please call 786-596-3750.



# Ordering Prescriptions

## Filling a New Prescription

Your doctor will send us your prescription or you can drop it off at the pharmacy.

Before we fill the prescription, our pharmacy staff handles all approvals with your insurance provider and lets you know if you have a co-pay or out-of-pocket cost.

Once your prescription is ready, you can pick it up at the pharmacy or our staff will arrange to have it delivered directly to your home.

If for any reason we are unable to fill your prescription, we will let you know and help you find a pharmacy that can.

## Refills and Renewals

We work closely with your doctor to arrange refills and renewals of your prescriptions. A member of our team will contact you when it is time to refill a prescription to make sure you don't run out. Please call us during normal business hours at 786-527-8200 if you have any questions.

## Generic Medication Substitution

Whenever possible, Baptist Health Specialty Pharmacy substitutes brand names for lower cost generics, unless you or your doctor has asked for a specific brand-name drug or if a generic is not available.

## Medications Not Available at Baptist Health

If you cannot get a medication at Baptist Health Specialty Pharmacy for any reason, including our pharmacy is out of your insurance network or because the medication has limited distribution, our staff will work with you and another pharmacy to ensure you receive your drug. If you want the prescription transferred to another pharmacy, please contact us, and we will transfer the prescription for you.

## **Drug Recall**

A member of Baptist Health's Specialty Pharmacy team will notify you and your doctor if there is a drug recall that affects any of your prescriptions.

## **Obtaining Order Status and Order Delays**

Our team will keep you informed of the status of your prescription and let you know if any delays are expected. If there is a delay with your medication delivery, we will make every attempt to contact you.

If your medication does not arrive on the expected day or if you have any questions on the status of your order, please contact us at 786-527-8200. We will track your order and let you know when you can expect delivery.



# Supporting Our Patients



Our clinical pharmacists and staff are an important part of your care team. Together with your physician and nurses, we focus on providing you with compassionate, personalized treatment.

## **Clinical Care**

When you receive a prescription from Baptist Health Specialty Pharmacy, our pharmacists spend time with you explaining what your medication does and what you can expect so you feel safe and confident when taking it at home. They will tell you:

- When and how to take your prescriptions
- How to handle your medication(s) safely
- What common side effects you can expect and how to deal with them
- How to identify and prevent dangerous side effects
- How to store and dispose of your medications safely

This clinical care and counseling continues throughout your treatment as part of our patient management program. If you decide to opt out of the program, we will continue to work closely with your physician to monitor side effects and how well the medicine is working.

Remember, our pharmacists are available 24 hours a day, seven days a week to help you with your medication needs. However, if it's an emergency, call 911 immediately.

## **Reporting Side Effects and Suspected Medication Issues**

If you suspect there is an issue with your medication or you are having an adverse reaction, contact us immediately at 786-527-8200.

If you are experiencing any side effects from your medication, contact us or your doctor for medical advice.

If you have an after-hours question for the pharmacist, call 786-527-8200 and leave your contact information for the on-call pharmacist, who will respond as soon as possible.

## **Financial Support**

The specialty pharmacy staff is here to help provide financial information and assistance for your medications. Our goal is to ensure you receive the best possible care throughout the treatment. This includes:

- Reviewing your benefits to determine what coverage you have
- Determining if our pharmacy is in network with your insurance
- Assuring prior authorizations for your prescriptions are completed in a timely manner
- Helping you understand your out-of-pocket costs such as deductibles, co-pays and co-insurance
- Helping you enroll in patient assistance or co-pay assistance programs, if needed
- Providing the cash price of your medication, upon request
- Writing appeal letters if your health plan denies coverage for your prescriptions

Please contact us at 786-527-8200 for any claims-related information.

## **Patient Satisfaction**

Your satisfaction and safety are our top priority. We would love to know how we are doing. Please take a few minutes to complete our satisfaction survey once received.

If for any reason you are not satisfied with our service, please contact us at 786-527-8200 as soon as possible.

You can also contact the following organizations:

### **Utilization Review Accreditation Commission (URAC):**

- File a complaint at [URAC.org/Contact/File-A-Grievance/](https://www.urac.org/Contact/File-A-Grievance/)
- Call: 202-216-9010

### **Accreditation Commission for Health Care (ACHC):**

- File a complaint at [ACHC.org/Contact/](https://www.achc.org/Contact/)
- Call: 855-937-2242

### **Florida Board of Pharmacy:**

- File a complaint at <https://complaint-portal.mqa.flhealthsource.gov/home>
- Call: 850-488-0595



# Disposal of Unused Medications



## Why Do I Need to Get Rid of Unused Medications?

Certain medications can cause harmful side effects or a dangerous overdose. That's why keeping unused medications around the house can potentially put you and your family at risk. For example:

- You or a loved one may confuse it with another prescription.
- Children may accidentally touch or swallow the medicine.
- Someone may find the medicine and abuse it illegally.

## How Do I Properly Dispose of Old or Unused Medications?

If you have any old or unused medications, you can drop them off at Baptist Health Specialty Pharmacy and we will dispose of them safely.

## Getting Rid of Unused Medications at Home

- Remove medicine from the original container.
- Use a marker or pen to cross out your name and the prescription number on the original container and throw the container away.
- Mix the medicine with something that wouldn't be of interest to a human or an animal, such as coffee grounds or cat litter.
- Dump the mixture into a container with a lid or a sealable bag and throw it away. Do not flush old or unused medicine down the toilet or sink unless the label says it is OK to do so.

## **How Do I Dispose of Needles and Other “Sharps?”**

Your pharmacist will provide you with a “sharps” container when you receive your medication. Use it to dispose of any needles, syringes, auto-injectors or vials used during your treatment.

Before your sharps container is completely full, dispose of it according to the guidelines set by your community. Contact your local health department for more information or visit [SafeNeedleDisposal.org](http://SafeNeedleDisposal.org) for disposal locations.

If you have questions about your sharps container or how to dispose of it safely, reach out to your Baptist Health specialty pharmacist.

## **Needle Disposal Safety**

Keep these important safety tips in mind when disposing of your sharps:

- Put the used needle in the sharps container immediately after use.
- **Do not** throw loose needles in the garbage or recycling bin.
- **Do not** flush needles.
- **Do not** leave needles lying around the house.
- **Do not** replace the cap on a used needle.
- **Do not** fill the sharps container past the line that indicates when it is full.
- Use a laundry detergent bottle with a screw-on lid for your used needles if your sharps container is full.

## **Mail-Back Programs**

You may also want to consider getting a sharps disposal container from a company that offers a needle mail-back service. Ask your pharmacist for more information.

# Emergency Preparedness



## What Should I Do if There Is A Natural Disaster?

During and after a hurricane, you may need supplies to keep your family safe and healthy. Remember that a hurricane could cut off your power and water supply. You also may not be able to drive because of damage to your car. Roads may be flooded or blocked.

### Natural Disasters (Hurricane or Tropical Storm)

1. For any emergencies, dial 911.
2. Make an emergency plan and pack a to-go bag with medications and other supplies you may need.
3. Prepare a list of your medications along with their name, dosing instructions and quantity, and put in a safe place, separate from medication bottles.
4. Place medication bottles or packages in water-tight containers (such as plastic containers with lids) if there is a possibility of flooding or water damage.
5. Have a plan for storing medications that require refrigeration if there is a power outage. It can be as simple as a bag or two of ice in a cooler.
6. If evacuation is necessary, go to the nearest shelter and notify the organizers of any special needs you have. Please call Baptist Health Specialty Pharmacy to update your medication delivery location. Baptist Health Specialty Pharmacy may be able to dispense a limited emergency supply of medication to you.

# Infection Control

Infections are serious. The best way to make sure you do not get an infection is to wash your hands often.

## **When Should I Clean My Hands?**

- Before preparing, eating food or taking your medication
- Before touching your eyes, nose or mouth
- After using the bathroom
- After blowing your nose, coughing or sneezing
- After touching surfaces such as doorknobs, remote controls or the phone

## **How Should I Clean My Hands?**

With an alcohol-based hand sanitizer:

- Put product on hands and rub hands together.
- Cover all surfaces until hands feel dry.
- This should take around 20 seconds.

With soap and water:

1. Wet your hands with warm water. Use liquid soap, if possible. Apply a nickel or quarter-sized amount of soap to your hands.
2. Rub your hands together until the soap forms a lather and then rub all over the top of your hands, in between your fingers and the area around and under the fingernails.
3. Continue rubbing your hands for at least 15 seconds. Need a timer? Imagine singing the "Happy Birthday" song twice.
4. Rinse your hands well under running water.
5. Dry your hands using a paper towel, if possible. Then use your paper towel to turn off the faucet and to open the door, if needed.



# Baptist Health

**Baptist Health Specialty Pharmacy**

14412 Commerce Way  
Miami Lakes, FL 33016

**Telephone/Teléfono:** 786-527-8200

**Toll-free/Línea gratuita:** 855-527-MEDS

**Prescription fax/Fax para enviar recetas:** 305-279-7068

**Email:** [OncSpecPharm@BaptistHealth.net](mailto:OncSpecPharm@BaptistHealth.net)



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