



PHARMACY
SERVICES

Specialty Pharmacy Program



Table of Contents

Introduction3

 Holland Hospital Pharmacy Services Specialty Pharmacy3

Hours and Contact Information4

 Office Hours4

 After Hours Contact4

Specialty Pharmacy Program Services and Benefits4

 Prescription Home Delivery4

 Prescription Refill Reminders/Renewals.....5

 Specialty Medication Care Management.....5

 Insurance, Billing and Payment7

 Medication Prior Authorization Assistance7

 Financial Assistance Programs7

General Information.....8

 Infection Prevention8

 Drug Recalls.....8

 Inclement Weather and Disasters8

 Prescription Drug Returns.....8

 Medication Disposal9

 Medication Delays.....9

 Notice to Consumers About Prescription Drugs9

 Patient Rights and Responsibilities.....9

 Notice of Privacy Policies9

 Nondiscrimination Policy and Language Access Services9

 Patient Feedback, Concerns or Medication Issues10

 Patient Experience Survey10

 Patient Complaint/Grievance Process.....10

Frequently Asked Questions11

Introduction

Welcome to Holland Hospital Pharmacy Services, an extension of an organization nationally recognized for quality and value. We are honored you have entrusted us to provide your specialty medications and services and look forward to supporting you in achieving your treatment goals.

This booklet provides information about our services and how we can help to meet your specialty pharmacy needs.

Holland Hospital Pharmacy Services Specialty Pharmacy

Your specialty pharmacy team is comprised of skilled technicians, nurses and pharmacists with experience helping patients manage complex, high-cost medication therapies. They are committed to your care and will work directly with you, your healthcare providers and insurance carrier(s) to ensure that your medication needs are consistently met.

Together, your team is here to:

- Provide customized programs and treatment options designed for your specific condition(s) and needs.
- Offer medication education, information and counseling including how to use and store your specialty medication(s).
- Identify cost-lowering strategies to provide you with affordable treatment options.
- Available to answer your call 24 hours a day.

Please do not hesitate to contact us with questions or concerns.

Hours and Contact Information

Holland Hospital Pharmacy Services
Specialty Pharmacy Program
602 Michigan Ave, Holland MI 49423
Phone: (616) 395-2848 or (833) 670-8898
Fax: (616) 395-2849
Email: pharmacyservices@hollandhospital.org
Web: hollandhospital.org/pharmacyservices

Office Hours

Monday through Friday: 7:30 AM – 4 PM

*Closed on weekends, New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day

After Hours Contact

After-hours pharmacist services are available 24 hours a day for urgent specialty pharmacy services that cannot wait until standard business hours. Call (616) 395-2848 and select option #2 to leave a confidential voicemail. The pharmacist will return your call within 30 minutes.

For medical emergencies, always call 9-1-1 or proceed to the nearest emergency room for evaluation and treatment.

Specialty Pharmacy Program Services and Benefits

Prescription Home Delivery

The specialty pharmacy securely ships your prescription medication(s) to you at no additional cost. Shipments are typically delivered Tuesday through Friday, excluding holidays. We also offer a service window for pickup at Holland Hospital during our normal business hours.

To ensure a smooth delivery:

- If you will not be available to receive your delivery, please contact us to arrange for it to be left at your home or to have it sent to another location.
- If you need extra supplies such as needles, alcohol swabs, or sharps collection containers sent with your prescription, please let us know ahead of time.

If your prescription requires special handling or refrigeration, we will package and ship your medication in a temperature-controlled container that will maintain the recommended storage conditions during transit. We ship our products using environmentally friendly materials that meet International Safe Transit Association standards. Please contact us right away if there is an issue with your delivery.

Prescription Refill Reminders/Renewals

When your medication refill is due, we'll call you to:

- Check for any changes to your health conditions or medications.
- Confirm details about your prescription.
- Address questions or any side effects or concerns you are experiencing.
- Periodically conduct an in-depth review of your progress under your treatment plan.

Need to update your delivery information, renew your prescription or refill early?

- Call us at (616) 395-2848 or (833) 670-8898
- Email us at pharmacyservices@hollandhospital.org

In the event we are unable to fulfill your prescription order for any reason, we will work with you to transfer your prescription to a pharmacy able to provide your medication.

Specialty Medication Care Management

Specialty medication care management is a value-added service for those filling prescriptions at Holland Hospital Pharmacy Services. This benefit further engages your pharmacist as a trusted member of your care team when dealing with chronic medical conditions or specialty medications.

This service is available to you during normal business hours, but also has an on-call feature 24/7/365 for urgent matters that occur outside normal business hours. Medical emergencies, however, should always be managed by calling 9-1-1.

This service is provided to you at no additional cost, an additional benefit for using a specialty pharmacy to help manage these complex medications and treatments.

Your pharmacist can:

- Answer questions about your medication(s) including administration, potential side effects, potential interactions with other medications, and other concerns related to disease management.
- Advocate on your behalf with other members of your care team when concerns related to medication effect, tolerance, cost, or access occur.
- Provide educational materials or additional resources to help you manage your condition(s) and administer medication(s) for maximum effect.
- Access medical information such as lab tests, medication lists, or provider notes only as needed to inform your plan of care in accordance with state and federal law.
- Personalize your treatment according to your goals and response.
- Check in regularly to review your condition and effects of medications.
- Help you monitor the impact of medication on your overall health and quality of life.

In order to provide effective medication management, we need you to:

- Give accurate, complete, and updated information regarding your clinical condition and/or any treatments or substances you are using to manage it.
- Notify your prescribing provider of your pharmacist's partnership in your care.
- Notify the pharmacy of any changes in your contact information, response to therapy, or discontinuation of treatments.

Should you have any concerns about your service, you have the right to:

- Identify the members of the Holland Hospital Pharmacy Services team by name and title, or to speak with their supervisor when requested.
- Decline participation in this value-added service at any time.
- Transfer your prescriptions and pharmacy care at any time to the location of your choice.

Insurance, Billing and Payment

Holland Hospital Pharmacy Services submits prescription claims to your insurance company. Even when prescription insurance coverage pays for a portion of the cost, some patients may have copays, coinsurance or deductibles for which they are responsible. Your out-of-pocket cost for your prescription(s) will always be provided to you before we ship your medication(s).

Payments you are responsible for will be collected prior to the pharmacy shipping your medication. Credit card payments follow requirements set by the Payment Card Industry Security Standards Council. A specialty pharmacy team member will contact you should any payment issues arise. If you have questions regarding payments or medication costs, please contact us.

Medication Prior Authorization Assistance

Your team includes a medication prior authorization specialist to navigate the process of obtaining your prescribed specialty medications, saving you time and money. This specialist works collaboratively with your care team to ensure that the necessary information is provided and requirements are met to start or continue your therapy.

In situations where your insurance company denies coverage for your specialty medication(s), you may have the right to file an appeal with your insurance company. The prior authorization specialist will support you with the appeals process as well.

Financial Assistance Programs

Even when prescription insurance coverage pays for a portion of the cost, some patients experience financial concerns with their copays, coinsurance or deductibles for their specialty medications. Your pharmacy team will help explore opportunities to help make your medication(s) more affordable. Financial assistance options can include pharmaceutical manufacturer patient assistance programs, manufacturer co-payment coupons/cards/vouchers, and alternate funding programs.

General information

Infection Prevention

Holland Hospital provides annual education and training to all staff on infection control measures. Infection control procedures are applied during the process of providing patient care and dispensing medications; this includes washing hands before and after patient interactions, proper handling, cleaning, and disinfecting equipment, and the use of gloves and masks, as appropriate. Patients enrolled in the Specialty Pharmacy Program are encouraged to participate in infection prevention and control practices; this includes using proper hand washing technique before and after taking or administering your medication, disposing of used items properly (for example, needles), not sharing your medications with others, using clean supplies before taking or administering your medication (for example, dosing devices, pill splitters/crushers), wiping your skin with alcohol before administering your injection, storing your medication properly away from exposure to dust or dirt, and notifying your pharmacy team if you are concerned about the quality or integrity of your medication.

Drug Recalls

We follow the latest safety guidelines issued by the US Food and Drug Administration (FDA), manufacturers, distributors and regulatory agencies. If your care might be affected by a recall, we will contact you and your provider.

Inclement Weather and Disasters

We will make every effort to deliver your medication(s) early if a weather warning is in place. In the event of a natural disaster, we will attempt to contact you, in order of disaster priority, with any special instructions. If you need to develop an alternative medication delivery plan, call us at (616) 395-2848 or (833) 670-8898.

Keep your contact information current and on file to avoid any potential disruptions in your therapy.

Prescription Drug Returns

Michigan law prohibits the return or exchange of dispensed medications or devices (R338.503), except in the event of a recall. As a result, we are not able to take back any medication(s) or device(s) once it has left the pharmacy nor provide credit for any unused or excess supplies.

Medication Disposal

Safely disposing of unused medications is important for your safety and the environment. Specialty medications, including chemotherapy agents, often have unique disposal requirements. During your introduction call, we provided some initial information on this topic. Should your therapy be discontinued and you need to dispose of remaining doses, please reference that information. If you have additional questions or need further information, please contact the pharmacy. There are permanent drug repositories nearby that can safely and securely dispose of many drugs. To find the nearest location by zip code, please visit: [safe.pharmacy/drug-disposal](https://www.hollandhospital.org/safe-pharmacy/drug-disposal)

Medication Delays

We will contact you if your prescription shipment is delayed for any reason. You may also check on your prescription status by contacting the pharmacy.

Notice to Consumers About Prescription Drugs

[Pharmacy Notice to Consumers 4-28-22.pdf](https://www.hollandhospital.org/Pharmacy-Notice-to-Consumers-4-28-22.pdf) ([michigan.gov](https://www.michigan.gov))

Patient Rights and Responsibilities

Holland Hospital pledges to offer a high-quality, safe health care experience and to respect your rights, dignity and preferences as an individual. It is your right as a patient to be informed of your Patient Rights and Responsibilities. Information and resources are available at: [hollandhospital.org/rights-responsibilities](https://www.hollandhospital.org/rights-responsibilities)

Notice of Privacy Practices

The Health Insurance Portability and Accountability (HIPAA) Joint Notice of Privacy Practices describes how medical information about you may be used and disclosed by Holland Hospital, and how you can access this information. Please review it carefully at [hollandhospital.org/privacy-policies](https://www.hollandhospital.org/privacy-policies). If you have any questions about this notice, please contact Holland Hospital's Privacy Officer at (616) 494-4180.

Nondiscrimination Policy and Language Access Services

Holland Hospital complies with applicable federal civil rights laws and does not discriminate (nor exclude or treat people differently) based on race, color, national origin, age, disability or sex.

Holland Hospital offers language assistance services in 200+ languages, including American Sign Language, free of charge. If you need this service, please inform any Holland Hospital staff member. Find more information: <https://www.hollandhospital.org/nondiscrimination-disclosure>

Patient Feedback, Concerns or Medication Issues

If you have any concerns about your medication(s), services received, shipping package (quality, condition upon arrival, damage) or any other issues, please contact us at (616) 395-2848 or (833) 670-8898. We encourage you to communicate any of your concerns with us as quickly as possible so that we can resolve your issue promptly.

Patient Experience Survey



We value your feedback and would like to know how we can improve to better serve you. Tell us how we are doing using the QR code, or click [here](#).

Patient Complaint/Grievance Process

Holland Hospital Patient Relations

You may express your concerns by filing a written or verbal complaint/grievance with Holland Hospital Patient Relations at (616) 394-3742.

Complaints are taken seriously. The patient relations coordinator will always address your concerns and work with Holland Hospital personnel to help resolve your concern.

Michigan Department of Licensing and Regulatory Affairs (LARA)

Bureau of Professional Licensing (BPL)

Inspections & Investigations Division – Complaint Intake Section

PO Box 30670, Lansing, MI 48909

Phone: (517) 241-0205 Fax: (517) 241-2386

Email: BPL-Complaints@michigan.gov

Michigan Professional Licensing User System: [Online Complaint Form](#)

Accreditation Commission for Health Care

ACHC Complaints Department

139 Weston Oaks Ct, Cary, NC 27513

Phone: (855) 937-2242 Fax: (939) 785-3011

Website: [Contact Us - ACHC](#)

Frequently Asked Questions

What is a specialty pharmacy and how is it different from a traditional pharmacy?

A specialty pharmacy dispenses specialty medications used to treat complex, chronic conditions. These medications often require special handling and/or administration and may not be available at your local pharmacy. They may also require special teaching and monitoring by a trained pharmacist.

When should I contact the specialty pharmacy team?

When you have a:

- Question or concern about your medication.
- Suspected medication-related side effect, reaction or allergy to your medication.
- Change in your medication use.
- Medication dosage change or started or stopped any medication(s).
- Insurance information or payment source change.
- Temporary or permanent address change for your shipment.
- Concern about a potential medication or shipping error.
- Specialty pharmacy service question or concern.

Do you accept my prescription insurance?

We participate with most major prescription insurance plans. In the rare situation we are unable to fill your specialty prescription, we will help facilitate transferring your prescription to another pharmacy that can.

How much will my medication cost?

Your out-of-pocket cost will vary based on your insurance plan and availability of any patient assistance funds. A specialty pharmacy team member will tell you the amount owed after processing your prescription, including the cash prices of the medication upon request.

What if I cannot afford my medicine?

If you have financial concerns related to the cost of your medication(s), the specialty pharmacy can explain financial assistance options that may be available to you.

Does the specialty pharmacy have access to all specialty medications?

We have access to most specialty medications. If we do not have your specialty medication, we will help facilitate transferring your prescription to a pharmacy that can fulfill your need.

602 Michigan Ave | Holland MI 49423 | (616) 395-2848 | hollandhospital.org

