



A Patient-Centered Medical Home



UNM Truman Health Services Pharmacy

WELCOME PACKET

This booklet contains important information. Please keep it in a safe place.

Welcome to UMN Truman Health Services (UNMTHS) Pharmacy

The UMN Truman Health Services (UNMTHS) Pharmacy is part of University of New Mexico Medical Group (UNMMG) Truman Health Services (UNM THS), a National Committee for Quality Assurance (NCQA) Patient-Centered Medical Home.

We are committed to providing compassionate care with respect for each person's dignity and their right to privacy. Thank you for your confidence in choosing us to provide for your healthcare needs. We hope this handbook will help you understand our pharmacy program and will serve as your future reference

What Is a Specialty Medicine?

Specialty medicines treat complicated, long-term health problems such as HIV. These medicines often have special instructions or they may need to be stored in a certain way. You may not be able to get them at your local pharmacy. The pharmacy staff is here to help serve your needs and make this a smooth process for you.

How Can UNM Truman Health Services (UNMTHS) Pharmacy Help Me?

When you're taking a specialty medicine, you may need extra support for checkups, medicine advice, help with your insurance, and financial assistance. Specially trained pharmacy staff will give you this extra support to make sure the medicines are working for you.

Our pharmacy staff will help you get your medicines and refills. The UNMTHS Pharmacy will fill your prescriptions. Then you can pick them up, have them shipped to your clinic or have them shipped to your home free of charge. Our pharmacists and pharmacy care coordinators are experts in many areas, including hepatitis, multiple sclerosis, osteoporosis, psoriasis, cystic fibrosis, rheumatology, and transplant.

IMPORTANT INFORMATION

UNMTHS Pharmacy Phone Number

505-925-0996 or toll-free at 1-844-TRUMAN1

After-Hours Phone Number

1-833-440-1144

UNMTHS Pharmacy E-Mail

THSRX@unmmg.org

Address

801 Encino Place, NE Suite B-4
Albuquerque, NM 87102

Hours of Operation

Monday – Friday 8:30 a.m. – 5 p.m.

Thursday Extended Hours 8:30 a.m. – 7 p.m.

Saturday and Sunday - Closed

UNMTHS Pharmacy is Closed on These Holidays:

- Memorial Day (last Monday of May)
- Independence Day (July 4)
- Labor Day (first Monday in September)
- Thanksgiving Day (fourth Thursday in November)
- The Day After Thanksgiving (fourth Friday in November)
- Christmas Eve (December 24)
- Christmas Day (December 25)
- New Year's Eve (December 31)
- New Year's Day (January 1)

A Truman Health Services representative is available by phone 24 hours a day, 7 days a week, for emergency pharmacy questions.

What Can We Do for You at UNMTHS Pharmacy?

- ✓ Our goal is to make sure you have the best pharmacy experience possible.
- ✓ We work together with your specialty care providers to make sure you have the best long-term care.
- ✓ We can deliver your medicine straight to your home.
- ✓ You can pick up your prescription.
- ✓ We can help you sign up for patient assistance programs.
- ✓ We will follow up with you often.
- ✓ We will teach you how to take your medicine correctly – how much and how often.
- ✓ We will help you prepare for and manage possible side effects and drug interactions (when one medicine affects how well another medicine is working).
- ✓ We will help you prevent missed doses.
- ✓ We will explain how we check to see if your medicine is working and what the results mean.
- ✓ You can call us 24 hours a day, 7 days a week (including holidays and weekends) and talk to a specially trained staff member.

How Do I Get Started?

Your provider will send your prescription to the UNMTHS Pharmacy. A UNMTHS pharmacy technician will then work on getting special approval from your insurance. This special approval is called a prior authorization. Insurances usually take 48 to 72 hours to review the

prior authorization. Your UNMTHS Pharmacy staff works with your specialty clinic, and can talk directly to your doctors, nurses, pharmacists, and other health providers. They help coordinate your care to make sure you get your medicine as soon as possible. If you have any questions, call us.

Delivering and Storing Medicine

You can pick up your medicine at the UNMTHS Pharmacy (located at 801 Encino Place, NE Suite B-4, Albuquerque, NM 87102), or you can have it delivered to your clinic or to your home free of charge. We will call you to set up a delivery date and time to make sure someone is home to get the package. We cannot ship to a P.O. Box at this time. **We must get a signature for all medicine deliveries.**

If your medication needs to be refrigerated, we will ship it in special packaging that keeps it at the right temperature as it is being shipped. Once you get the package, take the medicine out of the box and put it in the fridge.

Refilling Medicines

Our UNMTHS Pharmacy staff will call you before you are due for your next refill(s). Our pharmacy staff will refill the medicine(s) and schedule a pick up time or delivery with you.

If you have questions about your refills, call us. If you leave a message about your refills, please make sure you speak slowly. Messages are checked frequently throughout the day. Message left after close of business will be checked the next day. Messages left during the weekend will be checked on Monday.

Remember to say this information in your message:

- Your name
- Your date of birth
- Your medical record number
- The name and strength of the medicine you:
 - need refilled or
 - have a question about

What Should I Do if I Have a Side Effect or a Bad Reaction to My Medicine?

If you are having a serious reaction, go to your nearest emergency room or call 911 right away and tell them information about the medicine(s) you are on.

If you have a side effect that is not an emergency, call one of our UNMTHS pharmacists.

What Happens if the UNM Hospitals UNMTHS Pharmacy Does Not Have My Medicine?

If our pharmacy does not have your specialty medicine, we will send your prescription to a pharmacy that has your medicine. Sometimes, the pharmacy might have to give you a

generic medicine instead of a brand name medicine. (“Generic” means the name of the medicine. A brand name is a specific name a company gives the medicine. For example, “ibuprofen” is the generic name of a medicine and “Advil” or “Motrin” are brand names companies have given the medicine.)

This could happen because your insurance company prefers the generic medication. Sometimes the generic option has a lower cost. If we need to give you the generic drug instead of a brand name drug, a staff member will call you to let you know before shipping the medicine.

Medication Delay

If there is a delay in your delivery a UNMTHS Pharmacy staff member will contact you with this information. If you do not get your medicine(s) on time, please call us. This way, your treatment is not interrupted.

Medicine Return Policy

You cannot return medicine to the pharmacy. (New Mexico Board of Pharmacy regulation 16 NMAC 19.6.14 forbids the resale or reuse of a prescription item that was previously dispensed.) If your medicine or supplies are damaged, we will arrange a return and reship of the medicine(s).

How Do I Get Rid of Any Extra Specialty Medicines I Did Not Use?

If you aren’t sure how to get rid of unused specialty medicines, call our UNMTHS Pharmacy staff for directions. Having out-of-date, unused medicine around your house is a threat to pets and other family members. We will give you the best instructions to keep you, your household, and the environment safe from these medicines.

If you give yourself injections (shots), put all needles, syringes, and other sharp objects into a sharps container. You can get a sharps container from our pharmacy if you have an injectable medicine.

For more information about throwing out sharps, please visit:

www.env.nm.gov/solid-waste/recycling-composting-and-diversion

Insurance, Co-Pays, and Financial Assistance

If your insurance does not approve the first prior authorization, UNMTHS Pharmacy staff will work with your provider. They will try to get your medicine approved by your insurance or find a different medicine that your insurance will approve. If the insurance still does not approve your medicine, a staff member will let you know so we can work together to resolve the issue. UNMTHS Pharmacy will work with a Truman Health Services case manager to find resources or alternative assistance, if needed.

UNMTHS Pharmacy staff will let you know how much you will have to pay. If your medicine is not covered by your insurance or another source, you may have to pay these costs: deductibles, co-pays, coinsurance, and yearly out-of-pocket limits.

What if I Need Help Paying for My Medicine?

UNMTHS Pharmacy staff can find discount programs, like copay coupons from drug companies or other programs through disease foundations. We will help you get enrolled in the programs.

UNMTHS Pharmacy can be reached at **505-925-0996** or toll-free at **1-844-TRUMAN1**.

We are available Monday through Friday, 8:30 a.m. to 5 p.m.

UNMTHS Pharmacy Billing

- We accept cash, check, money order, or credit card as payment.

If you have a question about regarding the cost of your medicines, please call the UNMTHS Pharmacy at **505-925-0996** or toll-free at **1-844-TRUMAN1**.

How Do I Request an Interpreter?

The UNMTHS Pharmacy provides free professional interpreters to help you and your care team communicate with each other. Once you ask for an interpreter, our staff will have the interpreter join the call.

Emergency and Disaster Information

If there is a disaster in our area, our UNMTHS Pharmacy staff will call you to plan the delivery of your medicine. If there is a disaster in your area, please call the UNMTHS Pharmacy to plan the delivery of your medicine. You are also welcome to pick up your medicine at the UNMTHS Pharmacy. That way you can be sure that your treatment is not interrupted. Be sure to let us know when you get back home.

Patient Concerns, Complaints, and Questions

Please send written complaints or grievances to:

UNMMG Clinical Operations Group
933 Bradbury Drive SE, Suite 2222 Albuquerque, NM 87106
Attention: Executive Director

New Mexico State Health Department
1-800-752-8649

Medicare patients may also contact: The Office of Medicare Beneficiary Ombudsman at 1-800-MEDICARE or go to [medicare.gov/ombudsman/activities.asp](https://www.medicare.gov/ombudsman/activities.asp)

Patient Safety - Frequently Asked Medication Questions

How is My Medicine Best Taken?

Take the medicine as ordered by your provider. Read all the information your provider gives you, and follow all instructions closely. If you have any questions about how to take your medicine, you can contact the UNMTHS Pharmacy and speak with your specialty pharmacist.

What Do I Do if I Miss a Dose?

Call your pharmacist or provider to find out what to do.

How Do I Store My Medicine?

- You can usually find storage instructions on the package insert that comes with your medicine. If you have questions about how to store your medicine, talk with your pharmacist. Follow storage directions closely.
- Keep all drugs in a safe place. Keep all drugs out of the reach of children and pets.
- Do not flush your medicine down a toilet or pour it down a drain. Check with UNMTHS Pharmacy staff if you have questions about the best way to get rid of the medicine you don't need.

What if My Medicine is Recalled?

If there is a medicine recall, UNMTHS Pharmacy will call you directly and tell you what to do. What Should I Expect When Taking Medicine (Including Side Effects)? You can call the UNMTHS Pharmacy to talk to a pharmacist about side effects. They can talk directly to your Provider, nurses, and other health providers to help you with your concerns. The UNMTHS Pharmacy also gives out patient education guides to make sure you understand the side effects of your medicine.

Health Sciences Privacy Office

The Health Sciences Privacy Office works to make sure healthcare providers and pharmacy staff are aware of privacy issues. The Federal Government requires us to protect each patient's private health information. We handle confidential records appropriately, as required by the government.

The Federal Health Insurance Portability and Accountability Act of 1996 (HIPAA) protects the privacy and confidentiality of a person's health information.

Disclosure of Protected Health Information (PHI)

A person's health information generally cannot be used or shared unless that person gives written authorization or permission before it is used or shared.

Examples:

- **Prior Written Authorization to Employer** – The person (individual) may request that a copy of their PHI or health records be sent to their employer. The person must provide written permission before the records can be sent.
- **Prior Written Authorization, Interview** – The person would like a third party, someone who is not a treatment provider, to interview their treatment provider. The person must provide written permission before the discussion that allows the treatment provider to discuss the person's treatment PHI with the third party.

Breach of Protected Health Information

A breach is when something happens and there is a chance that protected health information may be read by people who do not have permission to see it. HIPAA requires that a person's PHI is reasonably kept safe. Loss of hard copy (paper) PHI or unencrypted electronic PHI can result in a breach of PHI. A letter telling the person that their information may not have been kept private (a breach notification letter) must be sent to the person.

Examples:

- **Safeguarding Health Records** – Medical record documents left unattended in a public area are a breach of PHI.
- **Encrypted Laptop** – A laptop containing unencrypted PHI is stolen from a car. Unencrypted means that the information on the computer is not protected and anyone using the computer can read it. The loss of the laptop is a breach of PHI.
- **Workforce Curiosity Data Breach** – A workforce member looks at PHI for information about coworkers, friends, or family members out of curiosity (i.e., without a medical or business purpose). This unauthorized access is a breach of PHI.

Patient Rights and Responsibilities

A person has several basic rights that go along with their Protected Health Information.

You Have the Right to...

- Understand your Rights and Responsibilities, the use of these rights, and obtain a copy of this document. Seek assistance from clinic staff if you do not understand or need help.

- Receive the healthcare and/pr treatment you need, regardless of your race, age, color, beliefs, national origin, gender, gender identity, sexual orientation, religion, disability, marital status, or source of payment.
- Be treated with dignity and respect of your individuality in a safe environment, free of threat and harm and with privacy in treatment.
- Have qualified interpreter services available if you do not understand or speak English.
- Request assistance if you are vision and/or hearing impaired.
- Express your religious and cultural beliefs as long as the exercise of those beliefs does not harm others or interfere with the medical treatment or the rights of others.
- File a complaint or grievance without fear of retaliation for any issues, like care or access that you have not been able to resolve with your provider or nurse. You can file a complaint or grievance at the clinic, or by contacting the UNM Clinical Operations Group at (505) 925-7837 in which you will be given verbal instructions to file a complaint or written grievance with the patient advocate at the University of New Mexico Hospital at (505) 272-0934. Refer to Policy #11306, Patient Complaint/Grievance.
- Have a family member, representative, or physician notified when you are admitted to the hospital.
- Know the members of your healthcare team providing you care.
- Refuse treatment to the extent permitted by law, and be told what effect this may have on your health.
- Get information you can understand about what is thought to be wrong with you, and the risks, benefits, prognosis, and choices of treatment in order to provide informed consent, and have your pain assessed and treated in a timely manner.
- Know your rights to get a second opinion by another qualified provider. Get an explanation of fees, payment policies, your bill, and the services provided to you.
- Receive considerate and respectful care in a clean and safe environment free of unnecessary restraints.
- Choose to participate or not participate in a research project or experimental treatment.
- Review your medical record at no charge, and get copies for a reasonable fee.
- Have your medical record and health information kept private except when used for treatment, billing, hospital business, or when required by law.

Just as a patient has certain rights, a patient also has the responsibility to:

- Be familiar with your Rights and Responsibilities
- Sign consent for treatment, except in emergencies.
- Treat other patients, clinical staff, and the property of others with respect.

- Provide correct and complete information to your healthcare team, and ask questions or request more information when you do not understand information or instructions.
- Follow your treatment plan or tell your healthcare team member why you cannot follow it. Read and become familiarized with all documents relevant to care.
- Tell your doctor about any changes in your health, or about anything that can affect your care, including changes to your living will, power of attorney, or advance directives.
- Follow applicable Ambulatory Clinic's rules and regulations, meet your financial obligations, and cancel appointments you cannot keep.
- Give your opinions and concerns to the right people, including your doctor, your nurse or other health care professionals.
- If you have an appointment that requires Procedural Sedation, you will need to coordinate a responsible person/party to accompany you to your appointment, and drive you home. (This person/party must wait in the clinic waiting room, and leave the office when you do. Once you are home, you should have this person/party assist and monitor you as needed)

Remember, the UNMTHS Pharmacy is here to provide specialty medicine support, answer questions, and partner with you on your health goals.

*Under HIPAA, "**individual**" means the person who is the subject of the protected health information.

Under HIPAA, "workforce member**" means employees, volunteers, trainees, and other persons whose conduct, in the performance of work for a covered entity, is under the direct control of such entity, whether or not they are paid by the covered entity. A person is acting under the authority of a covered entity or business associate if he or she is acting on its behalf. This may include a workforce member of a covered entity, an employee of a business associate, or even a business associate of a covered entity.