

# **UNM Truman Health Services Specialty Pharmacy**

**Welcome Packet**



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

**801 Encino Place NE  
Albuquerque, NM 87102**



**Truman Clinic: 505-272-1312  
THS Specialty Pharmacy: 505-925-0996  
HIV/HEP C Testing: 505-925-7286**

# **Our Mission:**

UNMTHS Pharmacy, as part of UNMMG, seeks to provide an innovative, flexible, and efficient pharmacy supporting excellence in the clinical, education, and research missions of UNM School of Medicine to improve the health of all New Mexicans.



Specialty Pharmacy  
Expires 09/01/2023

**Dear Patient,  
Welcome to UNMTHS Specialty Pharmacy:**

Enclosed is your patient Welcome packet containing important information regarding UNM Truman Health Services Specialty Pharmacy.

UNMTHS Specialty Pharmacy is part of the University of New Mexico Medical Group (UNMMG). UNMTHS is recognized as a National Committee for Quality Assurance (NCQA) patient-centered medical home.

UNMTHS Specialty Pharmacy is also accredited by URAC. URAC accreditation assures that Specialty Pharmacies utilize clinical and operational soundness by evaluating it against a stringent set of nationally recognized, evidence-based standards and measures.

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.

## **What is Specialty Medicine?**

Specialty medication treats complicated, long-term health problems such as Human Immunodeficiency Virus (HIV). These medications are typically high-cost and complex. Specialty medications usually require special storage and handling and may not be readily available at your local pharmacy. UNMTHS Specialty Pharmacy staff are here to help serve your needs and make this a smooth process for you.



## **How Can UNM Truman Health Services Specialty Pharmacy Help Me?**

When you are taking a specialty medication, you may need extra support for checkups, medication advice, help with your insurance, and financial assistance. UNMTHS Specialty Pharmacy staff and UNMTHS Clinic providers are available 24 hours, seven days a week, including holidays and weekends, to answer all your questions about your medications and conditions.

UNMTHS Specialty Pharmacy staff works very closely with your healthcare team to make sure you get the medications you need to stay healthy.

## **What Can We Do For You at UNMTHS Specialty Pharmacy?**

UNMTHS Specialty Pharmacy has a complete Patient Management Program that assists you, our patient, to achieve the best outcomes from your specialty medication therapies. We help you and your provider manage cost. We offer a patient-centered approach following evidence-based practices for each of your disease processes under the supervision of a specialty pharmacist and trained competent staff to provide the highest quality of care possible.

The plan of care is developed from evidence-based standards of care and best practice. Evidence based health information and content for common conditions, diagnoses, treatment diagnostics and interventions are available to patients and providers upon written or oral request.

All patients of the specialty pharmacy are automatically enrolled in the Patient Management Program. By participating in this program, you will receive an initial assessment by a specialty pharmacist who will teach you how to effectively take your medication (frequency, route, and dose), inform you of any potential side effects, check for any drug-drug or drug-disease interactions, identify drug-allergies, and to help alleviate any concerns.

The limitations of participating in our Patient Management Program include not responding to our outreach calls, not providing health updates, and not taking your medication on time as instructed. If you wish to opt-out, feel free to let us know anytime. You can opt-out and still receive refill reminder calls.



## **How to Get Started:**

Upon your request your provider will send prescription(s) to UNMTHS Specialty Pharmacy. A pharmacy staff member will contact you and confirm important information. UNMTHS Specialty Pharmacy will work with your insurance, doctor, nurse, and case manager to coordinate your care, making sure you get your medications as soon as possible. Our pharmacy system will notify you if your prescription is ready for pick-up, or to schedule for delivery, if you prefer.



## **How is my medication best taken?**

Take the medication 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 medications, you can contact the UNMTHS Specialty Pharmacy and speak with your specialty pharmacist.

## **What do I do if I miss a dose?**

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

## **How do I store my Medication(s)?**

You can usually find storage instructions on the drug monograph that comes with your medicine. If you have questions about how to store your medication(s), talk with your specialty pharmacist. Follow storage directions closely.

Keep all medications(s) in a safe place that is out of reach of children and pets.

Do not flush your medication down the toilet or pour it down a drain. Check with UNMTHS Specialty Pharmacy staff if you have questions about the best way to get rid of the medication(s) you don't need.



## **What if my medication is recalled?**

If there is a recall on your medication, UNMTHS Specialty Pharmacy will call you directly and tell you what to do. If you are concerned about recalled medication, do not take your medication until you talk to your specialty pharmacist or provider.

## **What should I expect when taking my medication (including side effects)?**

You can call the UNMTHS Specialty Pharmacy to talk to a specialty pharmacist about your side effects.

The pharmacist can talk directly to your provider, nurse, and other health professionals to help you with your concerns. UNMTHS Specialty Pharmacy also gives out patient education guides to make sure you understand the side effects of your medication.





## When to contact UNMTHS Pharmacy

- If you have questions or concerns about your medication
- If you suspect a reaction, allergy or side effect from your medication
- If there is a change in your medication use
- Your contact information or delivery address has changed
- Your insurance information has changed
- If you need to check the status of your order, discuss an order delay or reschedule delivery
- If you need refills on your medication(s)
- If you have any questions or concerns about our services

**Please contact your provider if you have any concerns about your health.**

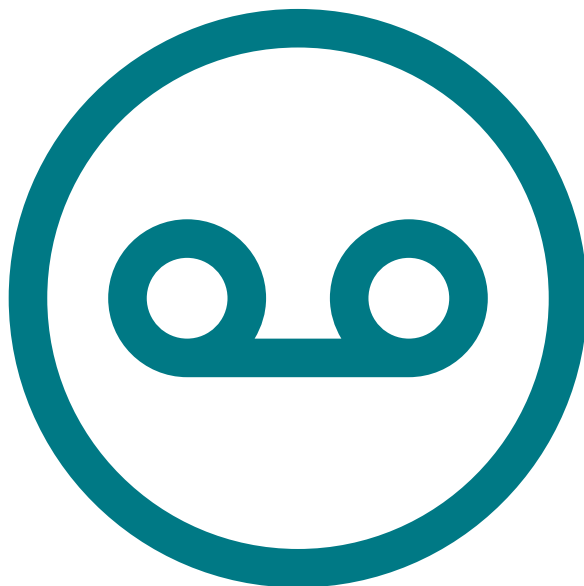
**If you need immediate attention, please visit the Emergency Department.**

**In case of emergency, call 911**



# **When leaving a message at UNM Truman Health Services, be sure to include:**

- **Your name**
- **Your date of birth**
- **Your medical record number**
- **The name and strength of the medicine you:**
  - **need refilled**
  - **have questions about**
- **A good contact number**



## Pharmacy Billing:

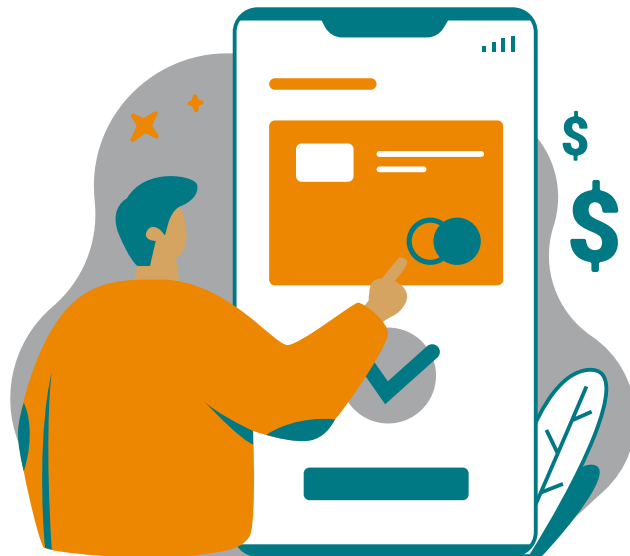
UNMTHS Specialty Pharmacy accepts cash, check, or credit card as payment.

## Insurance and Co-Pays

UNMTHS Specialty Pharmacy staff will let you know how much you will have to pay. If your medication 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 medication?

UNMTHS Specialty Pharmacy staff will work to ensure there are no financial barriers to getting your medication. Our staff will present all financial assistance options available to you and assist you with the application process for programs, which include drug coupons, patient assistance programs from manufacturers, funding from foundations and Truman's Safety Net Program (TSNP). UNMTHS Case Managers will assist you with filling out the enrollment forms.



## **How do I request an interpreter?**

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

## **Emergency and Disaster Information:**

If there is a disaster in our area, a staff member will call you to plan the delivery of your medication(s). You are also welcome to pick up your medication(s) at the UNMTHS Specialty Pharmacy; that way you can be sure that your treatment is not interrupted.



## **Refilling, Delivering and Storing Medications**

Our pharmacy's Interactive Voice Response (IVR) system, and/or staff will call you before you are due for your next refill. If you are not contacted with-in five days of running out of medication, please call UNMTHS Specialty Pharmacy. We will also take this opportunity to talk with you about your compliance to the prescribed therapy, side effects, changes in your medical condition and/or regimen, set up a pickup or delivery date, and confirm a delivery address should you need a delivery.

You can pick up your medications at UNMTHS Specialty Pharmacy (located at 801 Encino Pl. NE, Suite B-4, Albuquerque, NM 87102), or you can have them delivered to your home, place of work, or doctor's office. We will call you to set up a delivery date and time to make sure someone is home to receive the package.

Schedule II medications will require a signature. A pharmacy staff member will inform you if signature is required. If your medication needs to be refrigerated, we will ship it in a special packaging that keeps it at the right temperature as it is being shipped. If the package looks damaged or is not in the correct temperature range, please notify us within 24 hours.

Please open your order and review the contents immediately after you receive them to ensure your order is correct and complete. We encourage you to store your medication in the proper way as soon as possible.

## **What happens if UNMTHS Specialty Pharmacy does not have my medication?**

If UNMTHS Specialty Pharmacy does not have your medication, we will determine the best pharmacy that can take care of providing your medication. We will get your consent before transferring the prescription. Once the prescription is transferred, we will notify you and your provider about the transfer.

Sometimes, the pharmacy might have to give you a generic medication instead of a brand name medication. (“Generic” means the name of the medication. A brand name is a specific name a company gives the medication. For example, “Ibuprofen” is the generic name of a medication and “Advil” or “Motrin” are brand names companies have given the medication).

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 the brand name, a staff member will notify you to let you know before you receive it.

## **What if there is a medication delay?**

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

## Can I return medicine?

Medication cannot be returned to the pharmacy. (New Mexico Board of Pharmacy regulation 16 NMAC 19.6.14 forbids the resale or reuse of medication that was previously dispensed.) If your medication or supplies are damaged, we will arrange a return and reship the medication(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 medication, call our UNMTHS Specialty Pharmacy staff for assistance. Having out-of-date, unused medication around your house is a threat to pets and other family members. You can also check out the following website for additional information:

<https://www.fda.gov/forconsumers/consumerupdates/ucm101653.htm>

UNMTHS Specialty Pharmacy has a drug disposal bin located in the lobby. You can bring any expired or unwanted medication(s) to the pharmacy for proper disposal. If you give yourself injections (shots), put all needles, syringes, and other sharp objects into a sharps container. You can request a sharps container from our pharmacy if you have an injectable medication.



**For More Information About  
Throwing Out Sharps,  
Please Visit:**

<https://www.cabq.gov/fire/household-pharmaceutical-disposal>

## **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: 1-800-MEDICARE

or visit

[medicare.gov/ombudsman/activities.asp](https://www.medicare.gov/ombudsman/activities.asp)





# Privacy

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 beforehand.

### **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 to 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 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.

## As a patient at UNMTHS, 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/or treatment you need regardless of your race, age, color, beliefs, national origin, gender, gender identity, sexual orientation, religion, ability, 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 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. 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.**

## **As a patient at UNMTHS, you have the right to...**

- 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.
- 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.

## **As a patient at UNMTHS, you have the right to...**

- Have your medical record and health information kept private, except when used for treatment, billing, hospital business, or when required by law.

## **As a patient at UNMTHS, you have 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 when you cannot follow it.
- Read and become familiarized with all documents relevant to care.

## **As a patient at UNMTHS, you have the responsibility to...**

- 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 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.

# Contact Information

## UNMTHS Pharmacy

505-925-0996 or 1-844-TRUMAN1

## After Hours

1-833-440-1144

## Email

THSRX@unmmg.org

## Address

801 Encino Pl NE Ste. B4  
Albuquerque, NM 87102

## Hours of Operation

Monday-Friday: 8:30am-5:30 pm

Thursday: 8:30am-7pm

Saturday and Sunday: Closed

## Website:

<https://unmhealth.org/services/pharmacy-services/truman.html>

## Closures

Memorial Day, Independence Day, Labor day, Thanksgiving (and day after), Christmas Eve/Day, New Year's Eve/Day

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





TRUMAN  
HEALTH  
SERVICES



**Specialty Pharmacy**