

CITY OF HOPE
SPECIALTY
PHARMACY

Providing **Personalized**
Pharmacy Care
for Your Condition



WELCOME TO CITY OF HOPE SPECIALTY PHARMACY SERVICES

Your doctor has prescribed a medication that is specialty medication, and we are here to guide you through this process. Specialty medications are used to treat certain medical conditions like cancer, autoimmune conditions and diabetes. Often, specialty medications require pharmacy support and attention due to side effects, insurance requirements and guidance to make sure they are used effectively. When you choose City of Hope Specialty Pharmacy, we work closely with you, your doctors and nurses to provide you with the best personalized experience possible. Our team of clinical pharmacy specialists are trained in your condition and can help you when you need it most. From providing medication education and teaching to making sure your refills are on time and any side effects are addressed, we have you covered.

CITY OF HOPE SPECIALTY PHARMACY: OUR MISSION IS TO HELP YOU AT EVERY STEP OF YOUR JOURNEY

Cancer and other specialty medications require special clinical pharmacy knowledge.

City of Hope is dedicated to helping you learn about your specialty medication, and will work with you and your provider to manage your therapy. Our Specialty Pharmacy team members receive specialized training to help you get the best possible results from your therapy.

Help is right around the corner for you.

Even if you have your medication, you may still have questions about your treatment. Specialty pharmacists are available to answer questions about your treatment and a patient liaison will assist with your insurance and coverage needs. You should call the pharmacy if:

- Your address, telephone number and/or insurance information has changed
- You have any questions regarding the status of your prescription
- You have concerns regarding how to take your medication
- You need to reschedule or check the status of your delivery.
- You need to start or stop a specialty medication, or if your dose changes
- You need medication disposal information
- You would like additional information regarding your plan for therapy
- You need to report a suspected

medication issue, or if you believe an error in shipping or dispensing has occurred

- You notice your medication has been recalled by the Food and Drug Administration
- You need to submit a complaint

We give you supplies so they are on hand when you need them.

City of Hope Specialty Pharmacy will provide you with additional select supplies you may need for your treatment, including syringes, pillboxes or other supplies.

It's important to know that you'll have enough medication for your next dose.

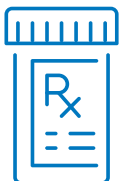
From the pharmacy to your door, we will provide a white glove service to ensure your medications are carefully handled every step of the way.

Different delivery options are available.

Our pharmacy works directly with your provider.

City of Hope has access to most specialty medicines, but if our Specialty Pharmacy is unable to fill your prescription, our team works closely with both you and another specialty pharmacy to ensure that you receive your medication. Let us know if you want your prescription transferred to another pharmacy, and we will transfer your prescription on your behalf.

To make sure your medications are working, we team up with your doctors and nurses. It's important to have someone to check your medications, talk to you about possible side effects and work with your team directly to give you the best results.





Taking your medications on time and ensuring that you have them is important.

Missing a dose of your medication can lead to poor results, so we will stay in touch with you to make sure you have what you need, and call to remind you when it's time for a refill so you don't run out of medication.

Getting started with a new specialty medication should be easy.

At City of Hope Specialty Pharmacy, we will answer any insurance questions you may have, provide you with financial assistance resources that may exist, and work with your doctor and pharmacist so you can start your therapy as soon as possible.

Our team works with your insurance company to help get your specialty prescription covered. You may have to pay a copay each time a medication is filled. We will tell you the exact amount you need to pay. The copay amount for a specialty pharmacy medication may still be high, despite having your insurance company pay for most of the cost. Our team will actively research various financial assistance programs available and will work closely with you to possibly lower the cost of your specialty prescription.



If your insurance plan considers City of Hope Specialty Pharmacy an "out of network" pharmacy, we will inform you of the cost to fill your medicine with us. Our staff will transfer your prescription to an "in network" pharmacy if there is a cost savings to you.

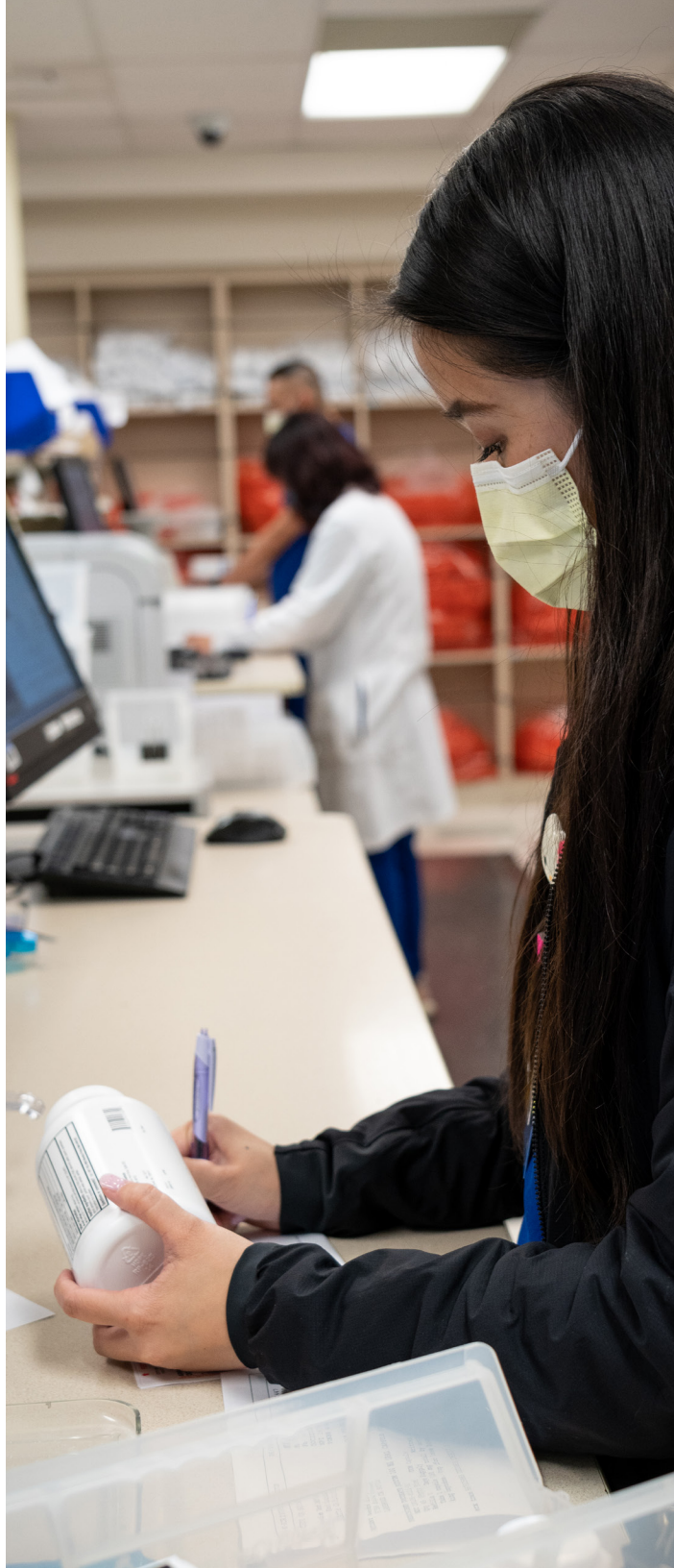
Specialty Pharmacy Patient Management Program

Once we receive your specialty prescription, our team members will begin the process of enrolling you in our specialized patient management program service that includes education about how and when to take your medication, how to manage potential side effects, and ongoing clinical evaluation and support. City of Hope's Specialty Pharmacy patient management program is provided to you at no additional cost, and your participation is completely voluntary. **If you do not wish to participate in the patient management program, please call us at 626-218-5660.**

Our patient management program is carefully designed to help you get the most out of our specialty care.

Benefits of participation in our Specialty Pharmacy program include:

- Improved knowledge of medication use and administration
- Improved medication compliance by creating an individualized plan for the patient to ensure medication doses aren't missed
- Improved ability to manage potential side effects
- Greater self-management of medications and medical condition
- Improved coordination of health care services through the collaboration of your pharmacist and doctor
- 24/7 accessibility to a pharmacist or other clinical staff



Rights and Responsibilities of the Patient Management Program

Patients have the right to:

- Have personal health information shared with the patient management program only, in accordance with state and federal law
- Identify the program's staff members, including their job title, and to speak with a staff member's supervisor if requested
- Speak to a health professional
- Receive information about the patient management program
- Decline participation, or disenroll, at any point in time

Patients have the responsibility to:

- Give accurate clinical information and to notify the patient management program of changes in this information
- Notify the treating prescriber of their participation in the patient management program

Please Note: While our dedicated Specialty Pharmacy team can help you maximize the benefits of your therapy, only your physician can diagnose your condition and prescribe medication. You should maintain your appointments with your physician and take your medication as prescribed to avoid complications and achieve the best results from your therapy. It is also important that you share accurate and up-to-date information about other medications you are taking, updates to your allergies and any changes to your health with our clinicians because this information impacts the care and coordination we provide.

For more information, call **626-218-5660**
to speak with a pharmacist or email
specialtypharmacy@coh.org.



Specialty Pharmacy
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Duarte, CA 91010
626-218-5660

CityofHope.org