

Welcome to Children's Hospital Los Angeles (CHLA) Specialty Pharmacy!



Scan the QR code or visit CHLA.org/specialtypharmacy for an electronic version of this packet.



Our team will work closely with you and your providers to help you do well with your new therapy. This welcome packet will go over many of the services we offer as your Specialty Pharmacy.

Call us anytime! The phone number is on every prescription label in the top right-hand corner.

Our services help you get the most benefit from your therapy including:

- Individualized care
 - You will have access to a team of pharmacists, nurses and pharmacy staff members who have special training and experience in treating your condition.
- Benefit investigation and financial support
 - We will work with your insurance company to approve your medicines. We will also look for financial assistance (help) programs that may help you lower your out-of-pocket costs.
- Free shipping with safe, on-time delivery
 - You can work with us to pick up your medicine when you are at the hospital, or you can choose for delivery. The Pharmacy can schedule and ship all your specialty medicines.
- Support anytime, 24/7
 - The pharmacy staff are available every day (24 hours a day, seven (7) days a week, including holidays and weekends). They can answer clinical questions about your medicines and medical condition.
- Refill reminders
 - The Pharmacy will contact you often to schedule your next refill and see how your therapy is going.

We strive to fulfill your needs with total satisfaction. At times, we may ask you to fill out a patient satisfaction survey over the phone, mail, or text/email. Please take a few moments to tell us how we are doing. We value and appreciate your feedback.

Thank you for choosing us as your specialty pharmacy. Welcome to The Children's Hospital Los Angeles Specialty Pharmacy Program!

Sincerely,
The CHLA Specialty Pharmacy Team

Specialty Pharmacy

4650 Sunset Blvd., Los Angeles, CA 90027 | CHLA.org

Approved by PFE 03/25/24

Contact Information

Hours of Operation:

- Monday to Friday: 7 am to 7 pm
- Saturday: 9 am to 5 pm
- Sunday: Closed
- The Pharmacy will be closed on these holidays:
 - New Year's Day - January 1
 - Martin Luther King's Birthday - Third Monday in January
 - Memorial Day - Last Monday in May
 - Independence Day - July 4
 - Labor Day - First Monday in September
 - Thanksgiving - Fourth Thursday in November
 - Christmas - Dec. 25

Contact Information:

- **Phone:** 1-855-245-2740
- **After hours:** On-duty staff will answer the call for clinical questions
- **Fax:** 1-323-361-7135
- **Email:** CHLASpecialtyPharmacy@chla.usc.edu
- **Website:** <https://www.chla.org/pharmacy-services>
- **Address:** CHLA Specialty Pharmacy, 4650 Sunset Blvd, Mailstop 44, Los Angeles CA 90027

When to Contact Us:

- You have questions or concerns about your medicine
- You think you are having a reaction or allergy to your medicine
- There is a change in your medicine use
- There is a change in your contact information or delivery address
- There is a change in your insurance information or payment source
- To check the status of your order, talk about an order delay or reschedule your delivery
- To get information about claims

Important Information

Nondiscrimination Statement and Language Assistance

CHLA follows certain Federal civil rights laws. CHLA does not discriminate (treat differently or not treat well) and/or exclude (leave out) people based on:

age	sex	race
color	gender identity/expression	sexual orientation
Primary language	national origin	ancestry
Citizenship	immigration status	religion
disability	medical condition	genetic information
economic status	educational background	the source of payment
marital status	registered domestic partner status	

CHLA gives the following free aids and services to people who need it:

- Qualified sign language interpreters
- Written information in large print, audio, and accessible electronic formats.

CHLA also gives free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Written information translated into other languages

If you need these services, have questions, or want to find out more, ask a hospital team member for help.

If you feel that CHLA failed to give these services or discriminated in another way, you may file a grievance (complaint) with:

Children’s Hospital Los Angeles | Office of Patient Experience
4650 Sunset Blvd, #174, Los Angeles, CA 90027
Email: patientrelations@chla.usc.edu
Phone: [323-361-4682](tel:323-361-4682) | Fax: [323-361-3858](tel:323-361-3858)

What is the Patient Management Program?

The CHLA Specialty Pharmacy has a Patient Management Program. It helps our patients in getting the best outcomes from their specialty medicine therapies. The program also helps patients and providers find the most affordable option(s).

We offer a patient-centered approach based on evidence-based practices for each of the disease processes under the supervision of a pharmacist and trained staff. This means that we focus on giving the best care to patients by following the most up-to-date information on diseases and treatments. You can ask one of the pharmacy staff members for this information.

- All CHLA patients get enrolled in the Patient Management Program (you do not need to sign up).
- By taking part in this program, you will get an initial assessment by a pharmacist. They will:
 - teach you how to effectively take your medicine (how often, which way, and how much)
 - let you know of any potential side effects
 - check for any drug-drug or drug-disease interactions, drug allergies
 - help you with any concerns
- For clinical questions related to your medicines, diagnosis or plan of care:
 - Call your pharmacists at 1-855-245-2740.
 - They are available to you 24 hours a day, 7 days a week all year by phone.
 - You can also talk to them in person during our regular business hours.
- Patient Management Program benefits include:
 1. Improved knowledge of how to use and give or take medicine.
 2. Improved medicine compliance by creating a plan of care for each patient.
 3. Help with ways to manage any side effects.
 4. More self-management of medicines and medical condition
- If you do not answer our outreach calls, give health updates, or take your medicine on time as you are told, you may not do well in the program or get the maximum benefit of your medicine(s).
- If you wish to opt-out (not be a part of this program), feel free to let us know anytime. You can opt-out and still get refill reminder calls.

What will the cost be?

- Before your care begins, a pharmacy staff member will let you know your out-of-pocket costs such as deductibles, copays, and coinsurance.
- We will submit claims to your health insurance carrier. If your claim is denied, a staff member will let you and your provider know so that we can work together to fix the issue.
- We will let you know if we are an out-of-network pharmacy and will give you the cash price of the medicine upon request.
- Our team has access to programs that help with any financial barriers to starting your medicine. These programs include discount coupons from drug makers and help from various disease management foundations. We will help you sign up for such programs, when available.

How do I get the prescription and status?

- Your doctor can send us your prescription, or you can give it to us in person or through the mail.
- You can contact us at any time to find out the status of your prescription.

How can I get my prescription?

- You can pick up your medicines or have them delivered for free to a safe location of your choice.
- Protecting your health information is one of our top priorities so we will only give your medicines to someone you have authorized by speaking with a member of the pharmacy staff.
- You or someone you authorized can visit the pharmacy from Monday to Friday 7 am to 7 pm or on Saturday 9 am to 5 pm.
- Request your refills at least 3 to 5 days in advance, when possible, to coordinate special purchase items, compounds, and items the pharmacy staff need to unit dose for you.

When will deliveries arrive?

- We deliver room temperature medicine Monday to Friday (and sometimes on Saturday)
- We deliver refrigerated medicine Tuesday to Friday (shipments will mail out Monday to Thursday)
- Please open your order and review what is inside right after you get them to make sure your order is correct and complete. It is best to store your medicine in the right way as soon as possible. Please call us at 1-855-245-2740 within one business day to report anything that is missing or damaged.

How do I get refills?

- Prescription refills are easy with CHLA Specialty Pharmacy.
- A pharmacy staff member will contact you a few days before your refill due date to:
 - set up refills
 - find out what your compliance is to the prescribed therapy
 - see if you have any side effects, changes in your medical condition and/or medicine plan
 - collect any co-payments
 - set up a pickup or delivery date and confirm the delivery address
- If we are not able to reach you to schedule a refill, please call and ask for a pharmacy staff member. The Pharmacy will not ship refills without talking with you first.

How do I get a prescription transfer?

- If our pharmacy can no longer supply your medicine, a pharmacist will transfer your prescription to another pharmacy. We will let you know of this transfer of care.
- Please call us if you would like to get your medicines from another pharmacy. We will help you transfer your prescription to the pharmacy of your choice.

How do I throw away medicines I did not use?

- To reduce harm from accidental exposure, it is important to throw away any medicine you do not use in the right way. Do not flush medicines down the sink or toilet.
- For directions on how to throw away unused medicines in the right way, check with your local waste collection service. You can also check these websites for more information:
 1. FDA Where and How to Dispose of Unused Medicines:
<https://www.fda.gov/consumers/consumer-updates/where-and-how-dispose-unused-medicines>
 2. Public Works Los Angeles County:
<https://dpw.lacounty.gov/epd/hhw/Pharmaceuticals>

3. Rx Drop Box:

<https://www.rxdrugdropbox.org/>

- If you cannot get to a take-back program or collection receptacle (waste bin), take out the prescription drug from their original containers and mix any unused medicine with coffee grounds, dirt, or cat litter in a container or sealable bag. Make the medicine blend in with it before throwing it away with the trash from your house.

How do I throw away sharps?

- Put all needles, syringes, and other sharp objects into a sharps container. The pharmacy can give these containers to you if you have to take injectable medicine.
- Once the container is full, seal the container and throw it away by following your county or city rules. Please look at the section above on how.
- Please do not send used sharps containers back to the pharmacy.

How do I get medicine during an emergency or disaster?

- In the event of an emergency or disaster in your area, please contact our pharmacy to tell us how to send your medicine.
- If the pharmacy is affected by an emergency or disaster, we will contact you to see if you can transfer your medicines. This way, we can make sure there is no missed medicine in your therapy.

What if I have an adverse reaction?

- An adverse reaction is “any unfavorable or unintended symptoms temporarily associated with the use of a drug.” This means that if you feel any sudden symptoms while taking the medicine, it can be from a bad reaction to the medicine.
- If you think you are having an adverse reaction, please contact one of our pharmacists and your doctor. In the case of a medical emergency, please call 911 or your local emergency service to get help right away.

What if I have concerns or find issues with the medicine?

- Our clinical specialty pharmacists look at all prescriptions for safety and accuracy, as prescribed. If you see any errors (such as wrong drug, wrong dose, wrong frequency) or you think that your medicine might be counterfeit (fake), please reach out to us and we will look into it and correct the mistake.
- We want you to be completely satisfied with the service we offer. If you or your caregiver have concerns, please contact us by phone, email or in writing to talk about your concerns.
- If you wish for more review of your concern, you may contact:
 - California State Board of Pharmacy
 - Website: https://www.pharmacy.ca.gov/about/contact_us.shtml
 - Telephone: (916) 518-3100
 - Online Complaint Form: https://www.pharmacy.ca.gov/consumers/complaint_info.shtml
 - URAC
 - File a Grievance
 - Website: <https://www.urac.org/contact/file-a-grievance/>
 - Email Address: grievances@urac.org

Patient Rights and Responsibilities

As our patient, you have the right to:

- Have personal health information shared with the patient management program only under state and federal law
- Know the program's staff members and their job titles, and ask to speak with a staff member's supervisor when you need to
- Speak to a health professional
- Get information about the patient management program
- Say no to the program or disenroll at any time

As our patient, you have the responsibility to:

- Give correct clinical and contact information and let the patient management program know of changes in this information
- Let the treating prescriber know if you take part in pharmacy services, such as the patient management program

To find out more information about your medicine, condition/diagnosis, and community and financial resources, visit:

Allergy and Immunology	https://www.aaaaifoundation.org
Crohn's Disease	http://www.cdfa.org/science-and-professionals/programs-materials/patient-brochures http://www.crohnonline.com http://www.crohnsforum.com
Cystic Fibrosis	https://www.cff.org/
Growth Hormone Deficiency	http://www.hgfound.org
Hemophilia	https://www.hemophilia.org https://www.wfh.org/en/home
Hepatitis	http://www.liverfoundation.org http://www.hepatitis-central.com http://www.hepb.org/resources/printable_information.htm
HIV	https://www.hiv.gov https://www.cdc.gov/hiv/basics/livingwithhiv/resources
IBD	https://www.crohnscolitisfoundation.org
Infertility	https://resolve.org
Lipid Disorders	https://www.lipid.org/foundations
Multiple Myeloma	https://themmr.org/multiple-myeloma/what-is-multiple-myeloma
Multiple Sclerosis	http://www.mymsaa.org http://www.msfocus.org http://www.nationalmssociety.org
Oncology/Hematology	https://www.soc-neuro-onc.org/SNO/Resources/Patient_Resources/SNO/Resources/Patient_Resources.aspx https://www.cancer.org https://www.livestrong.org/we-can-help
Psoriasis	http://www.psoriasis.org
Pulmonary Hypertension	https://phassociation.org/patients/aboutph
Rheumatoid Arthritis	https://www.rheumatology.org/I-Am-A/Patient-Caregiver/Diseases-Conditions/Rheumatoid-Arthritis http://www.rheumatoidarthritis.com http://www.arthritis.org
Solid Organ Transplant	https://transplantliving.org
Stem Cell Transplant	https://www.asbmt.org/patient-education/external-resources

Financial Assistance Programs

- PAN Foundation: www.panfoundation.org
- HealthWell Foundation: www.healthwellfoundation.org
- Patient Services, Inc.: www.patientservicesinc.org
- Patient Advocate Foundation Co-Pay Relief: www.copays.org
- Partnership for Prescription Assistance: www.pparx.org
- Safety Net Foundation: www.safetynetfoundation.com
- The Assistance Fund: www.theassistancefund.org
- CHLA 340B Hospital Pricing Program: Details available at pharmacy

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