



1924 Alcoa Highway, Suite NP 100  
Knoxville, TN 37920  
(P) 865-305-7145; (F) 865-305-7146; (Toll-free) 844-629-7145

Welcome to University Pharmacy. Our service is designed to improve the lives of patients who are taking high-cost and complicated medications, called specialty prescriptions. University Pharmacy will help you coordinate your care and will provide you with clinical services and support. Our goal is to work with you, your doctor, and your health care team to help you better manage your health. This welcome packet describes the services we offer.

As a specialty pharmacy patient, you have access to many services offered by University Pharmacy. Here are a few things you should know about University Pharmacy:

- ❖ University Pharmacy is a specialty pharmacy offering you support 24 hours a day, 365 days a year.
- ❖ We service patients in Tennessee, Kentucky, Virginia and North Carolina.
- ❖ We treat you as an individual and work with your care providers to create a program tailored to your specific condition.
- ❖ Because we want to be sure you understand and follow your treatment instructions, you will be provided with ongoing education regarding your medication(s) in person or over the phone. In addition, we will provide you with other patient education materials including medication education handouts.
- ❖ Our specialty pharmacy team will ensure the delivery of your monthly refills.
- ❖ We are experts in care with years of experience, and we can help you get the treatment you need.

So that we may provide you with the best care possible, we ask that you carefully read and complete the attached form and return it to the pharmacy in the attached pre-paid envelope. This form includes:

- ❖ Notice of privacy practices: This notice describes how medical information about you may be used and disclosed and how you can access this information. We need you to carefully review the document, then sign and return the form acknowledging you read the notice.
- ❖ Patient information and assignment agreement: This agreement provides a detailed look at your rights and responsibilities. Signing this form acknowledges that we have informed you of your rights and responsibilities as a patient of University Pharmacy.

If you have any questions, please call us at 865-305-7145 or toll free 844-629-7145 or visit us online at <https://www.utmedicalcenter.org/patients-visitors/specialty-pharmacy>

Thank you for choosing us as your specialty pharmacy!

Sincerely,

The University Pharmacy Specialty Team



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## **Tips for Success:**

At University Pharmacy we are here to help you get the most out of your medication. Our specialty pharmacists are available to assist you by phone, 24 hours a day, 7 days a week. Here are some tips to help you take care of your health:

### **1. Follow your doctor's directions.**

It is especially important that you follow the directions given by your doctor for your medication. That includes taking the right dosage at the right time, and for the prescribed length of therapy, to get the best results.

### **2. Ask questions.**

Educate yourself on your condition as well as the medication you are taking. Awareness is a very important part of managing your health.

### **3. Call us!**

Our clinicians are always available to help you. If you have any questions, call us anytime, day or night, toll free at 844-629-7145.

## **Contact Information and Hours of Operation**

University Pharmacy is located inside the University of Tennessee Medical Center across from the gift shop and cafeteria. You can pick up your specialty medication if you are on campus at UTMC or you can have it delivered to your home. We can also fill prescriptions for any non-specialty medications that you might be taking.

**University Pharmacy**

**Specialty Pharmacy Department**

**Phone: 844-629-7145 (toll free) or 865-305-7145**

**Website: [www.utmedicalcenter.org](http://www.utmedicalcenter.org)**

**Hours: Monday – Friday 8:30AM-5:00PM**

**Closed all major holidays**

For after-hours questions, please call the above numbers and ask to speak to the specialty pharmacist. If a specialty pharmacist is not immediately available, your call will be returned within 30 minutes. You may also speak to any University Pharmacy team member to address general prescription questions, such as the status of your prescription or your co-pay amount.

## **Services Offered**

University Pharmacy provides access to specialized pharmacists and technicians. Our pharmacists are experts on your medication plan and have clinical resources available to provide care for many different disease states, such as cancer, cystic fibrosis, endocrinology and cardiology, hepatitis C, inflammatory bowel disease, multiple sclerosis, psoriasis, and rheumatology.



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### **Getting Started**

You or your provider will send the prescription to University Pharmacy. Our staff will begin the process of enrolling you in our specialized patient management program service. Enrollment is optional, and you may call us at any time to be removed. Filling your prescription with University Pharmacy is also optional; if you would like to use another specialty pharmacy, please call us and we will assist you with the transfer of your prescription.

### **Insurance Navigation**

Our team will contact your insurance company to check the coverage of your medication. If your insurance plan requires a prior authorization from your doctor, we will assist with the necessary paperwork. If your insurance plan considers University Pharmacy as an “out of network” pharmacy, we will notify you of the cost to fill your medication with University Pharmacy in writing. University Pharmacy staff will transfer your prescription to an “in network” pharmacy if there is a cost savings to you.

### **Financial Assistance**

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 research various financial assistance programs available to possibly lower your drug therapy cost. We may ask you to fill out a patient medication assistance program authorization form in order to provide these services.

### **Clinical Support**

A specialty pharmacist will provide you with education on the medication, either in person or over the telephone. We will also provide a variety of clinical pharmacy services to assure that your treatment is successful. A pharmacist is also available over the telephone 24 hours a day to answer your medication questions.

### **Consumer Advocacy Support**

University Pharmacy staff will ensure that you have access to and information from community resources to help you optimize your medication therapy and better manage your disease state. Visit our website at <https://www.utmedicalcenter.org/patients-visitors/specialty-pharmacy> for more information

### **Prescription Delivery**

We will contact you to determine how you would like your medication delivered. Options include: pickup at University Pharmacy, free courier delivery or FedEx shipment, or delivery to you in your physician’s office.

### **Refill Reminders**

We will call you with refill reminders several days before you should need a refill. You may also call us at any time to request a refill. Please allow at least 2 business days for University Pharmacy to process and deliver your refill order.

### **Tools for Success**

We provide medication-specific tools for success, including patient education sheets, drug manufacturer program references, sharps containers and other items to help you succeed on therapy.



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## **Obtaining Medications and Services**

### **Delivery of your specialty medication**

Our team will coordinate delivery of your specialty medication(s) to your home or an approved alternate location when necessary. We will also include any necessary supplies, such as needles, syringes and alcohol swabs. If your medication(s) require special handling or refrigeration, they will be packaged and shipped accordingly. If you cannot be there to accept the package, we can arrange for it to be left either at your home or at an approved alternate location.

University Pharmacy will make every effort to deliver your medication and supplies early if a weather warning is in place. A University Pharmacy team member will attempt to call our patients, in order of disaster priority, with any special instructions. Please make sure we have your secondary contact information on file to ensure we can reach you in case of an emergency or a delivery delay so there is no lapse in therapy. In addition, please let our staff know if your contact information changes.

### **How to fill a new prescription**

University Pharmacy will work with your physician or prescriber when you need a new prescription medication. In most cases, your physician will send us a new prescription via fax or telephone. However, you may call University Pharmacy and request that we contact your prescriber to obtain a new prescription for your specialty medication.

### **Ordering refills**

A patient care coordinator or pharmacy technician will call you before your medication is scheduled to run out, to check your progress and to determine the shipment or delivery of your next refill. Please call 865-305-7145 or toll-free 844-629-7145 during our normal business hours if you have any questions, if you need to check the status of your refill order, or if you need help. You may call University Pharmacy to request a refill; please allow 2 business days for University Pharmacy to process and deliver your refill order.

If you have lost your medication or supplies, or if you need your prescription(s) in advance of travel, please call University Pharmacy, and our staff will work with you and your insurance company to ensure that your medications are covered and that there is no lapse in therapy.

### **Medications not available at University Pharmacy**

If you cannot obtain a medication at University Pharmacy, a member of our team will work with both you and another pharmacy to ensure that you receive your medication. If you want your prescription transferred to another pharmacy, please contact us and we will transfer your prescription on your behalf.

### **Pharmacist assistance**

University Pharmacy's specialty pharmacists are trained on the medication you are taking, and they are here to answer your questions about your therapy and care plan. Please call one of our pharmacists if you have any questions regarding your treatment. A licensed pharmacist is available 24 hours a day, 7 days a week for any urgent needs relating to your medication. After normal business hours, if you must leave a message, a pharmacist will promptly return your call, within no more than 30 minutes. In case of an emergency call 911.



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## **Patient management programs**

University Pharmacy offers several comprehensive patient management programs for specific medical conditions. Proactive and clinically based, our patient management programs provide therapy-specific care to improve your health. The programs include education about how and when to take your medication, how to manage potential side effects, and ongoing clinical evaluation and support. University Pharmacy's patient management program is provided to you at no additional cost, and your participation is completely voluntary.

## **Benefits and limitations of the patient management program**

The benefits you will receive from University Pharmacy's patient management program are optimized when you are willing to follow directions and are compliant to therapy.

## **Payment Policy**

### **Drug claims**

University Pharmacy will bill your prescription insurance company for you. However, you may still have to pay a portion of the cost, which is called a copayment (copay). You will be responsible for paying your copay when you order your medication or refills. We will tell you the exact amount you need to pay. If you get a check from your insurance company, you should send it to University Pharmacy with a copy of the Explanation of Benefits (also known as the EOB) statement you received. If you have any questions regarding this, please call us.

### **Outstanding balances**

If for any reason you owe a balance, the balance will need to be paid prior to your next refill. We accept credit/debit cards, cash, personal checks, money orders and most flexible spending accounts.

### **Payment Plan**

If you need help in arranging a payment plan for the money you owe, we will be happy to assist you in setting up a payment plan. Please call us and advise us of your situation.

## **Patient Rights & Responsibilities**

As a University Pharmacy patient, you have the right to:

- ❖ Choose your pharmacy service providers.
- ❖ Choose a healthcare provider, including an attending physician, if applicable.
- ❖ Be fully informed in advance about care/service to be provided, including the disciplines that furnish care and the frequency of visits, as well as any modifications to the plan of care.
- ❖ Be aware that University Pharmacy professionals are qualified to provide the services and care for which they are responsible.
- ❖ Receive appropriate, considerate, professional and respectful pharmacy care, without discrimination no matter what your age, race, ethnicity, culture, color, national origin, language, sex, gender identity or expression, sexual orientation, appearance, socio-economic status, physical or mental disability, religion, or diagnosis.
- ❖ Receive timely care.
- ❖ Be informed, in advance of care/service being provided and their financial responsibility.
- ❖ Be informed of any financial benefits when referred to an organization.



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- ❖ Know how to contact the staff seven (7) days a week, and what to do if an emergency situation arises.
- ❖ Receive information about the scope of services that the organization will provide and specific limitations on those services.
- ❖ Participate in the development and periodic revision of your plan of care and receive the needed information to take part in your care, including the proper use, handling and storage of your medications, and knowledge of their effects.
- ❖ Be well-informed about your illness, possible treatments and likely outcome, and to discuss this information with your pharmacist. You have the right to know the names and roles of people treating you.
- ❖ Consent or refuse treatment, as permitted by law, after being fully informed of potential consequences of refusing treatment. If you refuse a recommended treatment, you are entitled to other appropriate care and services that University Pharmacy provides.
- ❖ Have one's property and person treated with respect, consideration, and recognition of client/patient dignity and individuality.
- ❖ Be able to identify visiting personnel members through proper identification.
- ❖ Privacy and security. University Pharmacy will protect your privacy as much as possible.
- ❖ Confidentiality and privacy of all information contained in the client/patient record and of Protected Health Information (PHI).
- ❖ Be advised on the agency's policies and procedures regarding the disclosure of clinical records.
- ❖ Expect that treatment records are confidential, unless you have given permission to release information or reporting is required or permitted by law.
- ❖ Review your medical records and to have the information explained, except when restricted by law.
- ❖ Expect that University Pharmacy will give you necessary health services to the best of its ability. Treatment, referral or transfer may be recommended based on access to medication and any restrictions imposed by your insurance company. Be aware that if your health care needs cannot be met by University Pharmacy, you will be referred to a health care provider appropriate for your needs.
- ❖ Participate in determining alternative communication methods for varying circumstances, such as, but not limited to: if you speak and/or read languages other than English, if you have limited literacy, if you have visual or hearing impairments.
- ❖ Be completely informed, before or at the time of receiving services, about changes and costs related to your care, including any costs not covered by Medicare or other payers. To be informed, in advance, if you will be responsible for any charges. To receive prior notice of any changes in covered costs verbally and in writing within 30 calendar days from the date University Pharmacy becomes aware of the change(s).
- ❖ Discuss treatment options, regardless of cost or benefit coverage.
- ❖ Voice grievances/complaints regarding treatment or care or lack of respect of property, or recommend changes in policy, personnel, or care/service without restraint, interference, coercion, discrimination, or reprisal.
- ❖ Be free from mistreatment, neglect, or verbal, mental, sexual and physical abuse, including injuries of unknown source, and misappropriation of client/patient property
- ❖ Have grievances/complaints regarding treatment or care that is (or fails to be) furnished, or lack of respect of property investigated.



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- ❖ To have any complaint promptly investigated and be notified of the findings and/or corrective action taken.
- ❖ Be aware that if you are dissatisfied, you may contact the University Pharmacy manager and/or the Tennessee Board of Pharmacy, URAC, and ACHC.
- ❖ As permitted by law, involve family members and friends to participate in your care.
- ❖ Be fully informed of one's responsibilities

As a participant in University Pharmacy's Patient Management Program, you have the right to:

- ❖ Know about the philosophy and characteristics of the patient management program.
- ❖ Have personal health information (PHI) 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.
- ❖ Receive administrative information regarding changes in, or termination of the patient management program.
- ❖ Decline participation, revoke consent, or dis-enroll at any point in time.

As a participant in University Pharmacy's Patient Management Program, you have the responsibility to:

- ❖ Submit any forms that are necessary to participate in the program, to the extent required by law.
- ❖ Give accurate clinical and contact information and to notify the patient management program of changes in this information.
- ❖ Notify your treating provider of your participation in the patient management program, if applicable.

As a University Pharmacy patient, you have the responsibility to:

- ❖ Submit forms that are necessary to receive services.
- ❖ Provide accurate medical and contact information and any changes.
- ❖ Notify the treating provider of participation in the services provided by the organization.
- ❖ Maintain any equipment provided.
- ❖ Notify the organization of any concerns about the care or services provided.
- ❖ Provide information about your health, including your medications, allergies and other important health-related information. You are responsible for asking questions when you do not understand information or instructions.
- ❖ Inform University Pharmacy immediately if scheduled prescription dispensing requires cancellation. Assist in developing your pharmacy plan of care.
- ❖ Follow your pharmacy plan of care and remain under a physician's care while receiving University Pharmacy services.
- ❖ Tell your doctor and pharmacist if you believe you cannot follow through with your treatment.
- ❖ Accept those instructions on your privacy that are necessary for providing care.
- ❖ Be open and honest with caregivers. You have a responsibility to give permission for release of your records when it is necessary for coordinating your care or for arranging payment.
- ❖ Ask questions about anything you do not understand.
- ❖ Make reasonable requests for service.



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- ❖ Arrange for continuity of care and appropriate follow-up.
- ❖ Recognize the effects of lifestyle on your personal health. Your health depends not just your pharmacy care but, in the long-term, on the decisions you make in your daily life.
- ❖ Make judicious use of these services.
- ❖ Be responsible for costs related to your care that are not covered by Medicare, Medicaid or other payers.

## **Frequently Asked Questions**

### **What is a specialty pharmacy?**

A specialty pharmacy provides complex and costly medications, usually requiring special storage and handling that may not be available at your local pharmacy. The medications are injected, taken by mouth or infused. Sometimes, these medications have side effects that require monitoring by a trained pharmacist. University Pharmacy focuses on providing these medications while providing you with excellent customer service and clinical support.

### **What are the benefits of using University Pharmacy?**

University Pharmacy provides education and clinical support to better assist patients. University Pharmacy also works closely with your physician and other health care providers. Being part of the University of Tennessee Medical Center helps University Pharmacy to streamline the care delivery process and maximize the success of your treatment.

### **How can I contact University Pharmacy?**

You may:

- Call us at 844-629-7145 (toll-free) or 865-305-7145.
- Email one of our specialty pharmacists at [specialtypharmacy@utmck.edu](mailto:specialtypharmacy@utmck.edu).
- Stop by University Specialty Pharmacy, across from the UTMC gift shop and cafeteria, during normal business hours.
- Ask to speak to a specialty pharmacist during your next visit to any UTMC clinic.

### **Does University Pharmacy have access to all specialty medications?**

University Pharmacy has access to most specialty medications. If we do not have access, we will transfer your prescription to a pharmacy that does and have the new pharmacy contact you.

### **Will my insurance company let University Pharmacy dispense my medication?**

University Pharmacy can dispense for most insurance companies. Occasionally, your insurance company will require the use of another pharmacy. In these instances, we will transfer your prescription and have the new pharmacy contact you.

### **Will you ever substitute my medication with another?**

From time to time, it is necessary to substitute generic drugs for brand-name drugs. This could occur due to your insurance company preferring the generic be dispensed or to reduce your copay. If a substitution needs to be made, a member of the University Pharmacy team will contact you prior to shipping the medication to inform you of the substitution.



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### **Will University Pharmacy call me?**

We will call you to:

- Confirm the initial status of your prescription and copay amount.
- Set up the initial dispense and refills.

We may also call you to:

- Verify prescription insurance information.
- Obtain documentation of your income to enroll you in a financial assistance program.
- Counsel you on your medication, if that isn't done during your physician visit.
- Tell you that your prescription needs to be transferred to another specialty pharmacy.
- Notify you of any FDA recalls of your medication.

### **When should I contact University Pharmacy?**

You should call University Pharmacy if:

- Your address, telephone number or insurance information has changed.
- You have any questions regarding the status of your prescription.
- You have concerns regarding how you take your medication.
- You would like additional information regarding your plan for therapy.
- If you suspect an error in shipping or dispensing has occurred.
- If you suspect your medication has been recalled by the FDA.

You should also contact us with any other questions or concerns. Our staff is happy to assist you with your specialty pharmacy needs, including:

- Working with another specialty pharmacy to get your medications delivered.
- Helping you get access to medications during an emergency or disaster.
- Providing you with tools to manage your therapy, including education materials and consumer advocacy support.

### **How do I refill my medications?**

A University Pharmacy team member will call you to schedule your delivery at least a week before your next refill. During this call, we will confirm that you are still taking the medication, that your prescriber has not changed the dose, and that you are not having any unmanageable side effects.

You may request a refill by calling us at 844-629-7145 (toll-free). You may request a refill at any time, but a five-day advance notice will give us time to address any potential issues that may have arisen since the last time it was dispensed.

### **How important is it to take all of my medication?**

Following your doctor's instructions for both the amount of the medication you should take and the length of time you should take it is the best thing you can do to ensure a successful course of treatment. We understand that some medications may have unpleasant side effects or be difficult to administer. So, our pharmacists are available to offer practical advice about dealing with these issues or to contact your prescriber about the medical management of these side effects.

### **Is there a copay for these medications?**

A copay will be expected if required by your medical or pharmacy benefit.



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### **Are there any financial payment plans?**

Yes. University Pharmacy will work with you to help identify possible patient assistance programs through a manufacturer or foundation related to your condition. If you need help in arranging a payment plan for the money you owe, we will be happy to assist you in setting up a payment plan. Please call us and advise us of your situation.

### **How long does it take to receive my medication?**

Medications are delivered with expedited service within 24-48 hours after we receive your complete prescription. The actual ship-date will depend upon the prior authorization requirements of your insurance plan and whether or not we need to contact your doctor about the prescription.

### **Where will my medication and supplies be delivered?**

University Pharmacy will deliver your medication, free of charge, to your home, your physician's office, or to any other location you choose. University Pharmacy will also provide, free of charge, any supplies that you need for administering your injectable medication, such as needles, syringes and alcohol swabs.

### **How is my medication preserved during the delivery process?**

Refrigerated items are packed in a plastic bag to protect the medication from condensation. The product is packed in either one of the two validated containers: a 1 ½" thick wall Styrofoam cooler or an insulated pouch. Gel ice cold packs are used to ensure that the product temperature at the time of delivery meets manufacturer's requirements. A temperature indicator sticker is affixed to your medication to alarm you to any exposure to temperature exceeding the manufacturer's storage requirements. All packaging for refrigerated products are rated for a minimum of 48 hours at or below the required temperature. During summer months, extra cold packs are included to ensure that required temperatures can be achieved for up to 72 hours.

### **What if I have questions about my prescription?**

Our specially trained pharmacists are available to answer your questions by calling our toll-free number 844-629-7145, 24 hours a day, 7 days a week. If you call after normal business hours, a pharmacist on-call is available to help with any urgent need relating to your medication. If you must leave a message, a pharmacist will return your call within 30 minutes.

### **What do I do if I have an adverse reaction to the medication?**

Patients experiencing adverse drug reactions or other problems should contact University Pharmacy or the prescribing physician. You should call 911 or have someone drive you to a local emergency room if the reaction appears serious or life-threatening.

### **Can I return my prescription?**

Most prescription medications cannot be returned to the pharmacy. Some prescriptions may be returned and credited under certain conditions and if requirements specified by Tennessee laws permit. Please call us and we can tell you if your medication can be returned and credited. Also, if you suspect your medication or device is defective, please call us and we will see if a new medication or device can be sent to you. If you believe the medication you are taking has been recalled, please call University Pharmacy, and our staff will assist you. For more information on medication recalls, visit our website at <https://www.utmedicalcenter.org/patients-visitors/specialty-pharmacy>



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## How do I dispose of unused medications?

For instructions on how to properly dispose of unused medications, please contact University Pharmacy or go to the below FDA websites for information and instructions:

- [www.fda.gov/forconsumers/consumerupdates/ucm101653.htm](http://www.fda.gov/forconsumers/consumerupdates/ucm101653.htm)
- [www.fda.gov/drugs/resourcesforyou/consumers/buyingusingmedicinesafely/ensuringsafeuseofmedicine/safedisposalofmedicines/ucm186187.htm](http://www.fda.gov/drugs/resourcesforyou/consumers/buyingusingmedicinesafely/ensuringsafeuseofmedicine/safedisposalofmedicines/ucm186187.htm)

## Patient Safety

### Adverse drug reactions

Patients experiencing adverse drug reactions, acute medical symptoms or other problems should contact their primary care provider (PCP) or local emergency room, or call 911.

### Hand-washing instructions

Infections are serious. The best way to make sure you do not get an infection is to wash your hands often. Remember to always wash your hands before and after you prepare or handle any medication.

1. Collect the supplies:
  - Soap
  - Paper towels or a clean cloth towel
2. Wet your hands with warm water.
3. Place a small amount of soap on your hands.
4. Rub your hands briskly together for at least 30 seconds.
5. Don't forget the in-betweens of your fingers.
6. Rinse your hands with warm water.
7. Dry your hands with a paper towel or clean cloth towel.
8. Turn off your faucet with the towel.
9. If you touch anything (your hair, for example), sneeze into your hands or feel that your hands may no longer be clean, wash your hands again before continuing with your care.

**If no water supply is available, use an alcohol-based antibacterial hand cleanser.**

### Sharps and sharps disposal

After using your injectable medication, place all needles, syringes and lancets and other sharp objects into a sharps container. Do not dispose of sharps in the trash unless they are contained within a sharps container. Do not flush them down the toilet. If a sharps container is not available, a hard plastic or metal container with a screw-on top or other tightly securable lid could be used. Before discarding, reinforce the top with heavy-duty tape. Do not use clear plastic or glass containers. Containers should be no more than three-quarters full.

Check with your local waste collection service or public health department to verify the disposal procedures for sharps containers in your area. You can also visit the Centers for Disease Control and Prevention (CDC) Safe Community Needle Disposal website at [www.cdc.gov/needledisposal](http://www.cdc.gov/needledisposal).



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## **Needle-stick safety**

- Never replace the cap on needles.
- Throw away used needles immediately after use in a sharps disposal container.
- Plan for the safe handling and disposal of needles before using them.
- Report all needle sticks or sharps-related injuries promptly to your physician.

## **Patient Information on Emergency Preparedness**

We want you and your family to live in a safe environment. We have provided some suggestions that could help you prevent an injury within your home. Check every room in your house and make your home safer.

### **Falling**

(This is the way people are most often injured in their homes.)

1. Keep the floor clean. Promptly clean up spills.
2. If you use throw rugs, place them over a rug liner or choose rugs with non-skid backs to reduce your chance of falling.
3. Use a non-slip mat or install adhesive strips in your tub or shower.
4. Tuck away telephone, computer and electrical cords out of walkways.
5. All stairs and steps need handrails. If you have stairs in your home and have children, use baby gates at the top and bottom of the stairs.
6. Have all walkways well lighted and use night lights as needed.
7. Have a flashlight that works.

### **Poisoning**

1. Keep all hazardous materials and liquids out of the reach of children.
2. Keep medications out of the reach of children.
3. Know your local poison control number or dial 800-222-1222 if a poisoning occurs.

### **Fire and burn prevention**

1. Have smoke detectors in the home and replace the batteries at least once a year.
2. Test each smoke detector once a month.
3. Have a fire plan and be sure all family members know what to do if there's a fire.
4. Place covers over electrical outlets.
5. Check to make sure your water heater is set no higher than 120 degrees Fahrenheit.
6. Keep children away from the stove and never leave the stove unattended while cooking.
7. Keep matches and lighters out of the reach of children.

### **Fire**

1. Rescue anyone from immediate danger.
2. If you are safe, alert the fire department. Otherwise evacuate the area.
3. Turn off oxygen (if applicable), and try to contain the fire by closing off any access, such as doors.
4. Attempt to extinguish the fire only if it is in a small localized area, otherwise evacuate the building and notify the fire department once you are safe.
5. If relocation is necessary, please call University Pharmacy to alert us to your updated contact information and new medication delivery location to ensure that there is no lapse in therapy.



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### **Natural disasters (flood, earthquake, or tornado)**

1. In disaster-prone areas, store food and extra bottled water. Have a battery-operated radio, flashlights and extra batteries. If you are on a nebulized medication or other medication that requires electricity to administer, please call your local electric company to report your special needs. They may be able to prioritize the restoration of your electricity.
2. Check for injuries.
3. Check your home for any gas or water leaks and turn off appropriate valves.
4. Stay away from windows or broken glass. Wear shoes at all times.
5. Evacuate the area if necessary.
6. If evacuation is necessary, go to the nearest shelter and notify the organizers of any special needs you have. Please call University Pharmacy to alert us to your updated contact information and new medication delivery location to ensure that there is no lapse in therapy.

### **Power outage**

1. Notify your gas and electric companies if there is a loss of power. If you are on a nebulized medication or other medication that requires electricity to administer, please call your local electric company to report your special needs. They may be able to prioritize the restoration of your electricity.
2. Have a battery-operated radio, flashlights, batteries and/or candles available. (If you are on oxygen, turn it off before lighting candles.)

### **Winter storm**

1. Prepare an emergency kit with:
  - Water
  - Nonperishable food
  - Battery-operated radio
  - Flashlights and fresh batteries
  - First-aid kit, including prescription medicines
2. Keep a full charge in your cell phone.
3. Do NOT use your stove for heat. If your power goes out, use these items as heat sources:
  - Extra blankets, sleeping bags or warm winter coats, gloves and hats.
  - A wood-burning fireplace. (Be sure to keep a supply of dry firewood.)
4. Never use a charcoal grill or portable gas camp stove inside your home. Both of these items produce deadly fumes.
5. Avoid using candles as they can lead to house fires. If you do use candles, never leave lit candles unattended.



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## **Patient Complaint Policy**

The patient has the right to freely voice grievances and recommend changes in care or services without fear of reprisal or unreasonable interruption of services. Service, product, and billing complaints will be communicated to the Supervising Pharmacist. These complaints will be documented in the pharmacy's complaint file, and completed forms will include the patient's name, address, telephone number, and health insurance claim number, a summary of the complaint, the date it was received, the name of the person receiving the complaint, and a summary of actions taken to resolve the complaint. All complaints will be handled in a professional manner. All logged complaints will be investigated, acted upon, and responded to in writing, e-mail, or by telephone within 5 business days after the receipt of the complaint. If there is no satisfactory resolution of the complaint, the next level of management will be notified progressively. In addition, the pharmacy will assist the patient in contacting the appropriate state agency or third party payer (health plan) if needed. We are committed to excellence and are accredited by URAC and ACHC accreditation agencies. If you have any concerns about the product or service that you receive from University Pharmacy, you may contact ACHC directly at (855) 937-2242. You may file a complaint with us by completing our Patient Complaint Form, or you may contact:

Troy Rebert, DPh  
Director of Outpatient Pharmacy Services  
University Pharmacy  
865-305-7145  
trebert@utmck.edu