

Specialty Pharmacy Prescriber FAQ Sheet

Thank you for considering UofL Hospital – Specialty Pharmacy for meeting your patient’s prescription needs. The following FAQ’s have been put together to help answer your concerns.

Why is UofL Hospital launching Specialty Pharmacy services?

The UofL Hospital Pharmacy team is a nationally recognized leader in patient care and pharmacy services. As the pharmacy landscape changes towards more specialty medications, UofL Hospital is evolving to meet the needs of its customers. By launching the UofL Hospital – Specialty Pharmacy, patients with chronic and complex diseases can now be serviced by our team. UofL Hospital is responding to both the patients’ needs and the changing times to offer a truly unique service, upholding the UofL Hospital reputation of providing outstanding care.

What is the advantage of using the UofL Hospital – Specialty Pharmacy?

The UofL Hospital advantage is in the integrated care approach we provide as part of the same institution. Our pharmacists have access to the patients’ complete medical records, allowing them to function as a part of the clinical team and truly provide contiguous care. When choosing the UofL Hospital – Specialty Pharmacy, you can be assured our care team is working with both you and your patients to achieve the best possible outcomes from their therapy.

The UofL Hospital – Specialty Pharmacy care team offers support to providers and patients by:

- Helping manage medication side effects
- Reminding patients when it’s time for a refill
- Confirming the dosage and medication schedule
- Educating patients on how and when to take their medication
- Providing drug administration training
- Making sure patients receive their medication
- Assessing therapy adherence and effectiveness on a routine basis

- Monitoring appropriate lab work
- Addressing treatment concerns
- Ensuring prompt clinical intervention when necessary
- Effectively communicating with prescribers
- Offering 24/7 pharmacist support

Where will the UofL Hospital – Specialty Pharmacy be located?

The Specialty Pharmacy care team clinical offices will be located within the Ambulatory Care Building Outpatient Retail Pharmacy.

How do I refer patients to UofL Hospital – Specialty Pharmacy?

Our service has been set up to reduce as much burden as possible on your staff. Simply e-prescribe or fax the script to the Ambulatory Care Building Outpatient Retail Pharmacy and notify the Specialty Pharmacy care team via phone or email—then we will do the rest. The medication access coordinators will manage the paperwork and communicate with the payers and patients, thus alleviating the workload from your staff.



Hospital

Specialty Pharmacy

Providing therapies and services to make managing your condition easier so you can focus on what really matters.

Live better. Stay healthy.

What has UofL Hospital pharmacy done to become a “Specialty Pharmacy”?

The organization has made a significant investment in people and processes to ensure the new UofL Hospital – Specialty Pharmacy offering meets the highest standards in the industry.

1. Created a team of experts

- Clinical pharmacists specially trained in the diseases states we are servicing
- Clinical support specialists will contact patients regarding deliveries and refills
- Medication access coordinators skilled in authorization processes and financial assistance support

2. Adding additional patient support at our existing community pharmacies to ensure patients can be managed properly or directed to the Specialty Pharmacy care team when appropriate

3. Significant investment in clinical software to track and report patient outcomes

4. Seeking national accreditation

Who do I contact if I have a question or a problem?

Please contact the Specialty Pharmacy care team at:

502-681-1600

Toll Free 855-681-1600

Fax 502-681-1607

ULHSpecialtyPharmacy@ulh.org

What do I need to tell patients if they ask me about the UofL Hospital – Specialty Pharmacy?

UofL Hospital will directly communicate with those individuals who have insurance that the UofL Hospital – Specialty Pharmacy can service. If we are unable to dispense the medication, we will contact the prescriber immediately. Should there be questions, send the prescription to the Ambulatory Care Building Outpatient Retail Pharmacy, notify the Specialty Pharmacy care team, and we will manage the situation for you. As we add payor contracts, we will be educating your offices on our growth.

Which disease states are you focusing on?

- Ankylosing Spondylitis
- Autoimmune Disorders
- Cancer
- Crohn’s Disease
- Cystic Fibrosis
- Growth Hormone Deficiency
- Hemophilia
- Hepatitis B
- Hepatitis C
- HIV-AIDS
- Infertility
- Juvenile Idiopathic Arthritis
- Multiple Sclerosis
- Organ Transplant
- Osteoarthritis
- Psoriasis
- Psoriatic Arthritis
- Pulmonary Arterial Hypertension (PAH)
- Rheumatoid Arthritis
- Ulcerative Colitis



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