

Welcome

Valley Medical Center Specialty Pharmacy

Dear Patient,

Welcome to Valley Medical Center (VMC) Specialty Pharmacy. At VMC our mission is **caring for our community like family** and we are honored to help you with your specialty pharmacy needs. Specialty pharmacies are different from retail pharmacies in many ways.

Our team understands that your medical needs may be complex and we know how to give you the personalized care you need at no additional cost.

We partner with your medical provider and many insurance companies to give you the best care. Our specialty pharmacy services include:

- Enrollment in the Patient Management Program, a program designed to help you manage side effects, increase your ability to stay on your drug therapy, and improve your overall health
- Training, education, and counseling
- Free delivery of your medication (as permitted by your insurance)
- Access to a pharmacist 24 hours a day, 7 days a week (including weekends and holidays)
- Enrollment in programs to help with the cost of your medication

We look forward to giving you the best service possible. We know you have many health care options and we thank you for choosing the VMC Specialty Pharmacy.

Sincerely,

The VMC Specialty Pharmacy Team



The VMC Specialty Pharmacy is located in the Valley Professional Center Building at the Prescription Pad Pharmacy North

**3915 Talbot Road South, Suite 201
Renton, WA 98055**

Hours of Operation:

Monday to Friday, 8 AM – 5 PM

Closed: Saturday and Sunday, and all major holidays, including New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve and Christmas Day.

A licensed pharmacist is available 24 hours a day, 7 days a week to discuss urgent matters by calling:

Phone: 425.690.3553 (Toll-Free: 877.690.3553)

Fax: 425.690.9553

Website: valleymed.org/specialty-pharmacy/

Email: SpecialtyRx@valleymed.org

Introduction to Services

A specialty pharmacy manages medications drugs that may need additional monitoring or handling, have storage needs, or may be very costly. You may not be able to buy these specialty medications drugs at your local pharmacy, or your insurer may require getting some drugs at a specialty pharmacy.

VMC Specialty Pharmacy serves patients within the State of Washington. Our team will work with you and your provider to help you get the best results from your drug therapy treatment.

What you can expect:

Personalized Patient Care	Our staff members will work with you to talk about your treatment plan and will answer any questions or concerns you may have.
We Work Together with Your Provider	We will work with your providers and caregivers to follow your care plan. We will also take care of any problems with your treatment right away.
Regular Follow-up	We will be in close contact with you during your treatment and will be your healthcare advocate. Getting your drugs and medical supplies in a quick and easy way is important to us.
Benefits	We know treatment can be costly. We will help you find your way around the complex health care system to find options for you. We can also explain your prescription and medical insurance benefits.
Delivery	We offer fast and easy delivery to your home if allowed by your insurance. A staff member will call you to schedule a delivery.
24/7 Support	A pharmacist is available 24 hours a day, 7 days a week. We are always here to answer any questions or help with any concerns you may have.

When to Contact Us?

If you wish to speak to a VMC Specialty Pharmacy pharmacist or staff member please call:

425.690.3553 or toll-free at 877.690.3553. We can assist you with:

- Questions or concerns about your drugs or your insurance claims
- You have a side effect or allergic reaction to your drug
- There is a change in your drug use
- Check the status of your drug order or delivery
- Change your delivery date or time
- There is a delay in receiving your drug
- Questions or concerns about the service we offer
- Update your address, phone number, insurance information, or payment source

Payment Policy

Before your care begins, a pharmacy staff member will explain your part of the cost that is not covered by your insurance or other third-party sources. This cost is called a co-pay. Your part of the cost may include but is not limited to: out-of-pocket costs such as deductibles, co-pays, co-insurance, and annual out of pocket limits. We will also inform you if there is a change in your insurance plan. If you have a co-payment, it must be paid at the time of shipping or pick-up. We accept Visa and MasterCard.

Insurance Claims	VMC Specialty Pharmacy will send claims to your health insurance on the date your prescription is filled. If the claim is rejected, a staff member will inform you so that we can work together to explore other options.
Financial Assistance	If needed, we can assist you with available programs so there are no delays in getting your prescriptions to you due to cost. These programs include discount coupons from drug manufacturers and assistance from various disease management foundations.

Getting Medications & Services

New Prescriptions, Medication Refills, or Check Order Status

- If you would like to fill your drugs with us, have your provider call or send your prescription to VMC Specialty Pharmacy.
 - You can order refills and check the status of your order by calling and speaking to our staff.
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Delivery and Storage of Your Medication

- We can set up delivery of your specialty drugs to your home (as allowed by your insurance).
 - We manage all drug refills to make sure that you, or an adult family member, are available to get the shipment.
 - Drugs that must be refrigerated are sent in special packaging to keep the medication at the right temperature during the shipping process. When you get the package, take the drug out of the box and place it in the refrigerator.
 - If the package is damaged or is not at the correct temperature, please call us.
 - If your order gets delayed, we will contact you and assist you in getting your drugs elsewhere if necessary.
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Prescription Transfers

- If needed, we can transfer your prescriptions to another pharmacy of your choice
 - If we are no longer able to service your prescriptions, we will transfer them to another specialty pharmacy who can. We will inform you of this transfer of care.
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Patient Management Program

- We will keep watch over your drugs and your overall progress through our disease specific *Patient Management Program*.
 - This program will help you manage side effects, stay on your drug therapy, and improve your overall health. Patients who provide input to the care team and are willing to follow the treatment plan have the best outcomes.
 - On a regular basis, we will review:
 - Current drugs you are taking and if they are still appropriate for your care
 - Any side effects you are having and your response to treatment
 - Your ability to take your drugs as prescribed
 - This service is free and taking part in the program is voluntary. If you no longer wish to take part in the program, contact our team at 425.690.3553 or toll-free at 877.690.3553
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Drug Changes

- Sometimes generic drugs need to take the place of brand name drugs. This can happen if your insurance company wants you to use the generic, or it may be done to lower your co-pay.
 - If this change needs to be made, a team member will contact you before shipping your drug.
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If We Are Unable to Service Your Prescription

- Some drugs cannot be filled at all pharmacies due to insurance plan requirements or medication availability.
- If VMC Specialty Pharmacy is unable to fill a prescription we will transfer it to another pharmacy of your choice.

Important Patient Information

Problems or Side Effects from Your Medication

- If you have a reaction or side effect to your drug, contact your healthcare provider or the VMC Specialty Pharmacy as soon as possible.
 - If you have a medical emergency, please call 911 or visit your local emergency department.
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Throwing Away Sharps

- Needles, syringes, and lancets are called “sharps” and should be put in a sharps container for safe disposal. We will provide a sharps container if you are prescribed a drug that uses a needle.
 - Each city has different laws on how to throw away a sharps containers. Check with your city or town garbage pick-up service and health department or visit the website safeneedledisposal.org.
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Throwing Away Unused Drugs

- There is a MED-Project drop box located in waiting area of the Prescription Pad Pharmacy North and in the main lobby of the medical center. You can dispose any drugs in this drop box if you are no longer using them.
 - You can also check with your city or town garbage pick-up service, or check the following websites for more information:
 - FDA Drug Disposal: Drug Take Back Locations
 - FDA Disposal of Unused Medicines: What You Should Know
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Drug Recalls (Drugs that need to be stopped and sent back)

- If your drug must be stopped and sent back for safety or other reasons, we will contact you with instructions from the FDA or drug manufacturer.
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Emergency Disaster Information

- In the event of a disaster in your area, please contact VMC Specialty Pharmacy at 425.690.3553 to instruct us on how to deliver your prescriptions so that your treatment is not stopped.
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Concerns or Possible Problems

- We want you to be completely satisfied with the care we provide. If you have any issues with your drug, the services we provide, or any other issues about your order, contact us at 425.690.3553 or toll-free at 877.690.3553
 - Patients and caregivers have the right to make complaints and give feedback about the services of the VMC Specialty Pharmacy. This can be done by phone 425.690.3553, fax 425.690.9553, writing, or email specialtyrx@valleymed.org. You can also call Valley Medical Center Patient Relations anonymously on a confidential line at 425.690.3403. After a complaint is made, we will follow up with your concern within one business day.
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You may also submit concerns to the following:

Accreditation Commission on Health Care

139 Weston Oaks Ct
Cary, NC, 27513
Phone: 855.937.2242
Fax: 919.785.3011

Utilization Review Accreditation Commission

1220 L Street NW, Suite 900
Washington, DC 20005
Phone: 202.216.9010

The Joint Commission

Office of Quality Monitoring
One Renaissance Boulevard
Oakbrook Terrace, IL 606181
Phone: 800.994.6610
Email: complaint@jcaho.org

Washington State Department of Health

PO Box 47857
Olympia WA, 98504-7857
Phone: 800.633.6828
Email:
HSQAComplaintIntake@doh.wa.gov

Hand-Washing Instructions

Always wash your hands before and after you prepare or handle any drug(s) to prevent infections.

Follow these simple steps for proper hand washing:

- Wet hands with warm water.
- Place a small amount of soap on hands.
- Rub hands together for at least 30 seconds. Make sure to clean under the nails and between fingers.
- Rinse hands with warm running water.
- Dry with a paper towel or a clean cloth.

Hand Sanitizers

Alcohol-based hand sanitizers can quickly clean your hands when soap and water are not available. To use:

- Apply a small amount of hand sanitizer to the palm of one hand.
- Rub your hands together until they are dry. Be sure to cover all the surfaces of your hands.
- NOTE: Hand sanitizers are not effective when hands are visibly dirty.

Patient Bill of Rights & Responsibilities

VMC Specialty Pharmacy recognizes that patients have inherent rights. Patients who feel their rights have not been respected, or who have questions or concerns, should talk with the Supervisor for Specialty Pharmacy Services.

Patients and their families also have responsibilities while under the care of VMC Specialty Pharmacy to facilitate the provision of safe, high-quality health care for themselves and others. The following patient rights and responsibilities shall be provided to, and expected from, patients or legally authorized individuals. To view the complete document please visit Valleymed.org¹.

As a patient, or the patient's representative, you 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 scope of services that VMC Specialty Pharmacy will provide and specific limitations on those services.
- 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 informed, in advance of care/service being provided and their financial responsibility.
- Participate in the development and periodic revision of the plan of care.
- Refuse care or treatment after the consequences of refusing care or treatment are fully presented.
- Be informed of any financial benefits when referred to an organization.
- Be informed of client/patient rights under state law to formulate an Advanced Directive, if applicable.
- Have one's property and person treated with respect, consideration, and recognition of patient dignity and individuality.
- Be able to identify visiting personnel members through proper identification.
- Be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of patient property.
- Voice grievance/complaints regarding treatment or care or lack of respect of property, or recommend changes in policy, personnel, or care without restraint, interference, coercion, discrimination, or reprisal.
- Have grievances/complaints regarding treatment or care that is (or fails to be) furnished, or lack of respect of property investigated.
- Confidentiality and privacy of all information contained in the patient record and of Protected Health Information (PHI).
- Be advised on the agency's policies and procedures regarding the disclosure of clinical records.
- Be fully informed of one's responsibilities.
- Choose a healthcare provider, including an attending physician, if applicable.
- Receive appropriate care without discrimination in accordance with physician's orders, if applicable.
- Receive information about the patient management program.
- Decline participation, or disenroll, at any point in time.
- Refuse treatments or services to the extent permitted by law and be informed of the potential consequences of such an action

As a patient, or the patient's representative, you have the responsibility to:

- Give accurate clinical and contact information and to notify the patient management program of changes in this information.
- Notify the treating provider of their participation in the patient management program.
- Submit forms necessary to receive services.
- Maintain any equipment provided (as applicable).
- Notify the organization of any concerns about care/services provided.



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