



Specialty Pharmacy

We're on your
health care team.

Welcome Booklet



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Mass General Brigham Specialty Pharmacy

Working together with your health care team

Welcome to Mass General Brigham Specialty Pharmacy. Thank you for giving us the opportunity to provide our services to you and work directly with you and your provider as part of your Mass General Brigham team. Our staff will help you manage your specialty medication and understand your treatment plan so that you have more time to spend on what is most important to you – feeling better.

Mass General Brigham Specialty Pharmacy has a trained, friendly staff with certified technicians and clinical pharmacists available 24 hours a day, 7 days a week to meet your needs.

In addition to filling your specialty prescription, we provide the following services:

- Personalized patient care
- Free supplies you may need for your medication
- Help with your co-payment when possible
- Training on how to use your medication if needed
- Help with your insurance authorization
- Frequent follow up with you and your provider
- Free shipment of your medication

Please take a moment to review the useful and important information inside this booklet.

We look forward to providing you with your specialty medication ordered by your doctor. Thank you for choosing Mass General Brigham Specialty Pharmacy.

Sincerely,

Mass General Brigham Specialty Pharmacy
(877) 468-8717
SpecialtyPharmacy@Partners.org



About us

Mass General Brigham Specialty Pharmacy serves the patients from across Mass General Brigham – an integrated health care system founded by Brigham and Women’s Hospital and Massachusetts General Hospital. Mass General Brigham offers patients a continuum of coordinated and high-quality care. With our Mass General Brigham Specialty Pharmacy, we strive to ensure the best possible treatment outcomes and quality of life for our patients through the appropriate management of specialty medications. Collaboration among our institutions and health care professionals is central to our efforts to advance our mission.

Specialty medications typically require special handling, administration, and monitoring beyond what traditional pharmacies can provide. As part of your Mass General Brigham team, our highly trained and certified staff will work closely with you, your provider, and your insurance company to ensure your treatment needs are met. We are committed to providing you personalized care, the resources for your treatment plan, and financial assistance when available.

Our promise

To dedicate ourselves to the timely and safe delivery of specialty medications prescribed for our patients.

To provide coordinated, cost-efficient, and transparent care.

To collaborate with the patient's care team and use the Mass General Brigham electronic health record system for a more efficient process with higher quality and safer care.

To take the lead with the patient's health insurance company and manage the specialty medication approval process.

To ease the financial burden when possible by actively investigating different ways to reduce costs.

To know our patients and provide supportive outreach and reminder calls to help keep treatment on track.

To provide patient education and training to ensure that patients have the confidence to do their part in managing their conditions.

What makes medication “special”?

Specialty medications treat complex and often chronic health conditions. These medications may need special storage and can be expensive. Many patients who are prescribed specialty medications may need help to understand how to use these medications.

Mass General Brigham Specialty Pharmacy helps patients manage their medications and provides support every step of the way.



How we work with our patients

Clinical expertise

Our clinical pharmacists and staff collaborate closely with your Mass General Brigham care team, striving to get the best results from the specialty medication prescribed for you.

Therapy management

Our personalized therapy management program offers support and education from clinical pharmacists providing you with the resources you need. The program offers the following:

- Check-in calls to see how you are tolerating your medication
- Information about the safe and effective use of your medication
- Guidance on how to take or inject your medication
- Advice on how to manage side effects
- Reminder calls to be certain you always have enough medication on hand
- 24/7 availability to help with any questions you may have

Committed to easing the financial burden and taking the lead with insurance companies

We actively investigate ways for you to save money. Members of our staff are trained to keep track of assistance available from multiple sources, such as manufacturer coupons, manufacturer assistance programs, and foundations to reduce or eliminate high copayments.

We'll take the lead working with your insurance company for a faster approval process.



Reimbursement assistance

Our staff will work with your insurance company to get approvals for any authorizations required and to ensure you get the maximum benefit from your insurance company. Our staff will research and help enroll you in any manufacturer co-payment discount programs for which you are eligible.

Financial assistance

For patients without adequate financial resources, we have specially trained staff that work with foundations and drug manufacturers to help lessen the financial burden.

Committed to help you stay on track

We offer supportive outreach and reminder calls to ensure you are tolerating your medication well and always have your medication on hand.



Delivery information

Your delivery will ship to you free of charge from USPS, UPS, or Fedex. Refrigerated medications are shipped overnight to ensure medication integrity. Orders can be shipped to a location convenient for you. Many orders require a signature.

Hours of operation

Mass General Brigham Specialty Pharmacy is open Monday through Friday from 7:30 A.M. to 5:00 P.M.

We are closed on major state and federal holidays including: New Year's Day, Martin Luther King Day, President's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving Day, and Christmas Day.

After hours

We have staff on call and available 24 hours a day, 7 days a week to answer any questions that you may have related to your treatment plan or order.

Contact us

Mass General Brigham Specialty Pharmacy

Phone: toll-free (877) 468-8717

Email: SpecialtyPharmacy@Partners.org

Medical emergencies

Mass General Brigham Specialty Pharmacy does not take the place of your local emergency services. If you experience a medical emergency, please use the following numbers:

- 911 (unless otherwise directed)
- MA & RI Poison Control Center (24 Hours) – 1 (800) 222-1222

Adverse drug reaction

If you believe you are experiencing an adverse drug reaction, please contact us at (877) 468-8717, your physician or poison control 1 (800) 222-1222 immediately; or if severe, dial 911.



Service excellence

We are committed to providing you with an exceptional pharmacy experience. Every conversation we have with you, whether it is about your medication or your treatment plan, is an attempt to include you in your care plan, working toward the best possible treatment outcome.

We are hopeful that each of your interactions with us reflects the exceptional service we seek to provide. Should we ever fall short, we ask that you contact us at (877) 468-8717 and share the details of your concern so we can address your issue and improve our future processes.

We value your feedback and thank you for choosing Mass General Brigham Specialty Pharmacy.

Working on the same health record as your care team

We are part of your Mass General Brigham team and work directly with your provider utilizing the same health record system. We have convenient access to the information we need to efficiently provide your specialty medication to you. This means less waiting and higher quality and safer care.



Frequently asked questions

- 1. How do I contact the pharmacy if I have questions or need a refill?** Mass General Brigham Specialty Pharmacy can be reached toll free by phone at (877) 468-8717 or by email at SpecialtyPharmacy@Partners.org
- 2. Is someone available to answer questions after hours?** Yes. On call services are available for urgent needs, 24 hours a day, 7 days a week. Pharmacists are available for urgent clinical questions, including those about side effects. Technicians are available to answer questions regarding copayments, order status, and benefits or coverage.
- 3. How do I refill my medication?** A pharmacy staff member will call you to schedule your refill 7 to 10 days before you should run out of medication. Please inform us if you have had any changes to your insurance coverage, address, phone number, or changes to your medication regimen. Please don't hesitate to call us if you have any questions.
- 4. How long does it take to receive my prescription?** Our standard processing time is typically between 24 to 48 hours. We will contact you to arrange a delivery date to your home, work, or other preferred address. If there are any issues that may delay your order, such as a prior authorization required from your insurance company, we will keep you informed.
- 5. What is Mass General Brigham Specialty Pharmacy's Therapy Management Program?** The Therapy Management Program is designed to help our patients stay on track and be informed about their condition and the medications used to treat them. A clinical pharmacist from the Mass General Brigham Specialty Pharmacy contacts each new patient to assess their needs.
- 6. How will my package arrive?** Prescriptions are shipped Monday through Friday for next day delivery by common courier. We will mail your order from our pharmacy to the address you specify at no additional cost. Many medications require a signature for delivery and our staff will work with you to arrange a time that is convenient for you.
- 7. What if Mass General Brigham Specialty Pharmacy is unable to fill my medication?** A pharmacy employee will let you know if we are unable to fill your medication. We will work to determine who can fulfill the order and direct the prescription to the appropriate pharmacy.
- 8. How much will my prescription cost?** Prescription cost varies depending on the medication you are receiving and your insurance. We understand specialty medications can be expensive and we are committed to identifying available copay assistance programs and other support and charitable organizations to help make these medications more affordable. We have patient financial advocates who will work with you to bring down your cost as much as possible.
- 9. How can I pay for my prescription order?** We accept all major credit cards.
- 10. Do you accept my insurance?** Mass General Brigham Specialty Pharmacy accepts most insurance, including Medicare and Medicaid.
- 11. How can I safely dispose of my medication?** Please visit the FDA's website on "How to Dispose of Unused Medications" for guidelines and recommendations.

Specialty Pharmacy patient rights and privacy

1. Patients have the right to considerate and respectful care from every Mass General Brigham Specialty Pharmacy employee.
2. Patients have the right to expect that all records, communication, patient counseling by our pharmacists, and all related discussions regarding their drug therapy and its effects and side effects will be conducted in a manner that protects their privacy.
3. Patients have a right to receive counseling and education from our pharmacists that empowers them to take an active role in their health condition and treatment decisions.
4. Patients have the right to speak to a health professional to receive relevant, accurate, current, and understandable information concerning their treatment and/or drug therapy.
5. Patients have the right to receive complete and accurate information from our pharmacists regarding the reason for their treatment and/or drug therapy, the proper use and storage of prescribed medications, and the possible adverse side effects and interactions with other drugs, supplements, or foods.
6. Patients have the right to request documentation supporting evidence-based practice for clinical decisions including: manufacturer package inserts, published practice guidelines, peer-reviewed journal articles, etc. The documentation should include level of evidence or consensus when no or conflicting evidence-based research is available.
7. Patients have the right to receive information in a manner, format, and/or language the patient understands.
8. Patients have the right to make non-emergency decisions regarding their treatment, before and during treatment, as well as to refuse any recommended treatment, therapy, or plan of care.
9. Patients have the right to receive coordination of care and continuity of services from Mass General Brigham Specialty Pharmacy including a timely response when care, treatment, services, or equipment is needed or requested.
10. Patients have the right to have a family member or surrogate decision maker involved in care, treatment, and/or service decisions as appropriate and allowed by law.
11. Patients have the right to receive medications, instructions, and services from qualified personnel trained to educate patients on safely handling and taking medications.
12. Patients have the right to receive information on order status. Patients may call (877) 468-8717 to speak with a pharmacy employee.
13. Patients have the right to decline participation, revoke consent, or disenroll at any point in time by calling the pharmacy at (877) 468-8717 or by emailing at SpecialtyPharmacy@Partners.org.
14. Patients have the right to choose the pharmacist and pharmacy provider where their prescriptions are filled and not be pressured or coerced into transferring their prescriptions to another pharmacy.
15. Patients have the right to notify the pharmacy regarding any patient dissatisfaction. In the event patients are not satisfied with the pharmacy's response, patients may file a complaint by calling us directly at (877) 468-8717.
16. Patients have the right to know about the philosophy and characteristics of our Therapy Management Program.
17. Patients have the right to have personal health information shared with the Therapy Management Program only in accordance with state and federal law.
18. Patients have the right to identify the program's staff members, including their job title, and to speak with a staff member's supervisor if requested.
19. Patients have the right to receive information about our Therapy Management Program.
20. Patients have the right to receive administrative information regarding changes in, or termination of, the Therapy Management Program.

To learn more about Mass General Brigham's privacy practices, visit www.massgeneralbrigham.org/notices.

Nondiscrimination and accessibility

Notice Informing Individuals About Nondiscrimination and Accessibility Requirements and Nondiscrimination Statement: Discrimination is Against the Law

Mass General Brigham Specialty Pharmacy complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, citizenship, alienage, religion, creed, sex, sexual orientation, gender identity, age, or disability. Mass General Brigham Specialty Pharmacy does not exclude people or treat them differently because of race, color, national origin, citizenship, alienage, religion, creed, sex, sexual orientation, gender identity, age, or disability.

Mass General Brigham Specialty Pharmacy:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact our call center at (877) 468-8717.

If you believe that Mass General Brigham Specialty Pharmacy has failed to provide these services or discriminated in another way on the basis of race, color, national origin, citizenship, alienage, religion, creed, sex, sexual orientation, gender identity, age, or disability, you can file a grievance with the Civil Rights Coordinator in person or by mail or fax using the below contact information. If you need help filing a grievance, our Civil Rights Coordinator is available to help you.

Civil Rights Coordinator:

Mass General Brigham Specialty Pharmacy
Civil Rights Coordinator
31 North Avenue
Burlington, MA 01803

Telephone: (857) 238-2107
Fax: (857) 238-2135

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights (OCR), electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue,
SW Room 509F, HHH Building
Washington, D.C. 20201
1 (800) 368-1019, (800) 537-7697 (TDD)

Or by contacting the OCR New England
Regional Office at:
Office for Civil Rights
U.S. Department of Health and Human Services
Government Center
J.F.Kennedy Federal Building – Room 1875
Boston, MA 02203
(800) 368-1019, (800) 537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Interpreter services

ATTENTION: Language assistance services, free of charge, are available to you. Please let us know your primary language and we will have an interpreter available to assist with your care. Contact our call center at (877) 468-8717.

Albanian/ Shqip	VINI RE: Nëse flisni shqip, atëherë do t'ju vihen në dispozicion pa pagesë shërbime të ndihmës gjuhësore. Ju lutemi të na vini në dijeni për gjuhën tuaj kryesore dhe ne do t'ju vëmë në dispozicion një përkthyes gojor për t'ju ndihmuar gjatë kohës që ju ofrohet kujdesi.
Amharic/ አማርኛ	ማሳሰቢያ፡ አማርኛ ቋንቋ የሚናገሩ ከሆን፣ ከከፍታ ነጻ የሆነ የቋንቋ ድጋፍ አገልግሎቶች ይቀርቡልዎታል። እባክዎ ተቀዳሚ ቋንቋዎን የሳውቁንና በሕክምናዎ ወቅት የሚያግዝዎ እስተርጓሚ እናዘጋጃለን።
Arabic/ العربية	تنبيه: إذا كنت تتحدث اللغة العربية، تتوفر خدمات المساعدة اللغوية ونقدم لكم مجاناً. يرجى اطلعنا على لغتك الأساسية وسنقوم بتوفير مترجم لمساعدتك في أثناء تلقيكم للرعاية.
Armenian/ հայերեն	ՈւիճԱՐԴՈՒԹՅՈՒՆԸ Եթե դուք խոսում եք հայերեն, լեզվի աջակցման ծառայությունները, անվճար, հասանելի կլինեն ձեզ համար: Խնդրում ենք մեզ տեղյակ պահել ձեր առաջնային լեզվի մասին, և մենք կտրամադրենք թարգմանիչ, որը կարող է ձեզ օգնել:
Bengali/ বাংলা	মনোযোগ দিন: আপনি যদি বাংলায় কথা বলেন তাহলে বিনামূল্যে আপনি ভাষা সহায়তা সবো পতে পারেন। অনুগ্রহ করে আমাদের আপনার প্রাথমিক ভাষা জানান এবং আপনার যত্ন পরিচর্যায় সাহায্যের জন্য আমরা একজন অনুবাদকরে ব্যবস্থা করব।
Cape Verdean Creole/ Kriolu di Kabuverdi	ATENSON: Si bu ta papia Kriolu di Kabuverdi, nu ten sirbisu di assisténsia di língua di grasa pa bo. Pur favor, informa-nu bu língua maternu y nu to providensia un tradutor pa da-bu assisténsia ku bu konsulta ô tratamentu.
Chinese/ 中文	注意: 如果您说中文, 我们可为您提供免费的语言援助服务。请告知我们您的主要语言, 我们将提供译员帮助您处理您的护理相关事宜。 Cantonese Mandarin Toisanese Taiwanese/Fukienese 廣東話 國語 台山話 台灣語/福建話
Dinka (Nilotic)/ Thuɔŋjäŋ	DETTIC: Na ye jam në Thuɔŋjäŋ (Dinka), ke kuɔ̃ny de kāk ke thok, abac, atɔ̃ në yin. Cɔk wuɔk nyic thoŋ duɔ̃n yin jam ku bi naŋ raan wëër thok bi tɔ̃ bi yin kuɔ̃ny në muɔ̃k du.
French/ Français	ATTENTION : Si vous parlez français, nous vous offrons nos services d'aide linguistique gratuits. Indiquez-nous quelle est votre langue de préférence et nous mettrons à votre disposition un interprète pour vous aider avec vos soins de santé.
French Creole (Haitian Creole) Kreyòl Ayisyen	ATANSYON: Si ou pale Kreyòl Ayisyen, w ap jwenn sèvis asistans nan lang ou pale a, gratis. Tanpri, fè nou konnen kisa lang natifnatal ou ye e n ap ba w yon entèprèt ki pou ede w avèk swen w.
German/ Deutsch	HINWEIS: Wenn Sie Deutsche sprechen, stehen Ihnen sprachliche Unterstützungsdienste kostenlos zur Verfügung. Bitte teilen Sie uns Ihre primäre Sprache mit, und wir halten einen Dolmetscher bereit, der sich Ihrer Sorgen/Bedenken annimmt.
Greek/ Ελληνικά	ΠΡΟΣΟΧΗ: Αν μιλάτε Ελληνικά, σας παρέχουμε δωρεάν υπηρεσίες γλωσσικής υποστήριξης. Ενημερώστε μας για να έχετε στη διάθεσή σας διερμηνέα στη γλώσσα σας.
Gujarati/ ગુજરાતી	ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો તો, ભાષા સહાય સેવાઓ, નિ:શુલ્ક, તમારા માટે ઉપલબ્ધ છે. કૃપા કરી અમને તમારી પ્રાથમિક ભાષા જણાવો અને અમે એક દુ:ખાયિયો ઉપલબ્ધ કરાવીશું જે ચોકસાઈ રાખી તમારી સહાય કરશે.
Hebrew/ עברית	נא לשים לב: אם אתם מדברים עברית, תוכלו ליהנות משיירות תרגום לשוניים, המסופקים ללא תמורה. נא להודיע לנו מהי השפה העיקרית שלכם ואנחנו נספק לכם מתורגמן/ית לסייע לכם.
Hindi/ हिंदी	ध्यान दें: यदि आप हिंदी बोलते हैं, तो आपके लिए भाषा सहायता सेवाएँ, नि:शुल्क उपलब्ध हैं। कृपया हमें अपनी प्राथमिक भाषा बताएँ और हम आपकी देखभाल में सहायता करने के लिए एक दुभाषिया उपलब्ध कराएँगे।
Hmong/ Hmoob	LUS TSHAJ TAWM: Yog koj hais lus Hmoob, cov kev pab cuam txhais lus, muaj pub dawb rau koj. Thov qhia koj thawj hom lus hais rau peb paub thiab peb yuav muaj ib tug kws pab txhais lus los pab nrog kev saib xyuas ko
Indonesian/ Bahasa Indonesia	PERHATIAN: Jika Anda berbahasa Indonesia, tersedia layanan bantuan bahasa bebas biaya. Harap beri tahu kan bahasa utama Anda dan kami akan menyediakan juru bahasa yang akan membantu Anda.
Italian/ Italiano	ATTENZIONE: Se parli italiano, ti offriamo i nostri servizi gratuiti di assistenza linguistica. Dicci qual'è la tua lingua madre e metteremo a tua disposizione un interprete che ti aiuti con l'assistenza medica.

Japanese/ 日本語	重要: 日本語を話される場合、無料の言語支援サービスをご利用になれます。 あなたの一次言語をお伝えください、ケアの際にお手伝いする通訳をご用意いたします。
Khmer, Cambodian/ ភាសាខ្មែរ	សម្គាល់: ប្រសិនបើអ្នកនិយាយភាសាខ្មែរ ជំនួយផ្នែកភាសានឹងមានផ្តល់ជូនដល់អ្នកដោយឥតគិតថ្លៃ។ សូមប្រាប់យើងអំពីភាសាទីចម្បងរបស់អ្នក បើយើងនឹងផ្តល់ជូនអ្នកបកប្រែភាសាម្នាក់ដើម្បីជួយដល់ការថែទាំរបស់អ្នក។
Korean/ 한국어	참고: 한국어 사용자의 경우 언어 지원 서비스를 무료로 이용하실 수 있습니다. 귀하의 주 언어를 알려주시면 귀하의 케어 서비스에 대해 도움을 드릴 통역자를 마련하겠습니다.
Laotian/ ພາສາລາວ	ໝາຍເຫດ: ຖ້າທ່ານເວົ້າພາສາລາວ, ທ່ານສາມາດໃຊ້ການບໍລິການຊ່ວຍເຫຼືອ ທ່ານພາສາໄດຍບໍ່ເສຍຄ່າ. ກະລຸນາແຈ້ງບອກພາສາທີ່ທ່ານຂອງທ່ານ ແລະ ພວກເຮົາຈະຈັດຫາລ່າມແປພາສາເພື່ອມາຊ່ວຍທ່ານໃນການດູແລບໍລິເວນຂອງທ່ານ.
Nepali/ नेपाली	ध्यान दिनुहोस्: यदि तपाईं नेपाली भाषा बोल्नुहुन्छ भने, तपाईंको लागि भाषासम्बन्धी सहायता सेवा सिर्जना उपलब्ध छ। कृपया तपाईंको प्राथमिक भाषाबारे हामीलाई बताउनुहोस् अनि तपाईंको सेवा-उपचारमा सहायता पुऱ्याउन हामी तपाईंलाई एक दोभासे उपलब्ध गराउनेछौं।
Oromo (Cushite)/ oromiffaa	HUBADHAA: Yoo Afaan dubbattu itti galchi dubbata ta'e, tajaajilawwan gargaarsa faanii, kaffaltii irra bilisaa, siif kennamu. Afaan jalqabaa kee nu beeksisiitii ogeessa hiika afaanii kunuunsa kee irratti sigargaaru ni qopheessina.
Polish/ Język polski	UWAGA: dla użytkowników języka polskiego dostępna jest bezpłatna pomoc językowa. Proszę podać swój język ojczysty, abyśmy mogli zapewnić Państwu wsparcie tłumacza ustnego.
Portuguese/ Português	ATENÇÃO: se você fala português, os serviços de suporte ao idioma estão disponíveis gratuitamente para você. Informe-nos qual é o seu idioma e nós providenciaremos um intérprete disponível para ajudá-lo.
Rundi (Bantu)/ Ikirundi	MENYA NEZA: Niwaba uvuga Ikirundi, dutanga ubufasha mu bijanye n'ivy'indimi, kandi ku buntu. Tubwire ururimi kavukire rwawe hanyuma tukuronderere umusobanuzi w'indimi.
Russian/ Русский	ВНИМАНИЕ! Если вы говорите по-русски, то можете воспользоваться бесплатными услугами языковой поддержки. Сообщите, какой язык является для вас родным, и мы предоставим вам переводчика.
Serbo-Croatian/ Srpski/hrvatski	PAŽNJA: Ako govorite srpski/hrvatski, besplatno vam je dostupna usluga pomoći u vezi sa jezikom. Recite nam koji je vaš primarni jezik i obezbedićemo prevodioca koji će pomoći u vezi sa vašom negom.
Somali/ Soomaali	FIIRO GAAR AH: Haddii aad ku hadashid Soomaali, adeegyada caawinta luuqada, bilaash ah, waa lagu heli karaa adiga. Fadlan nasoo ogeysi luuqadaada koowaad oo waxaan heleynaa turjumaano badan oo la heli karo oo kugu caawiyaa daryeelkaaga.
Spanish/ Español	ATENCIÓN: Si usted habla español, tenemos servicios de asistencia lingüística gratuitos a su disposición. Déjenos saber cuál es su idioma nativo y le brindaremos un intérprete para asistirle con sus cuidados de salud.
Swahili/ Kiswahili	KUMBUKA: Ikiwa unazungumza Kiswahili, huduma za usaidizi wa lugha, bila malipo, zinapatikana kwa ajili yako. Tafadhali tujulishe lugha yako msingi na tutakupatia mkalimani atakayekusaidia katika mahitaji yako.
Tagalog/ Tagalog	PAUNAWA: Kung Tagalog ang inyong wika, may maaari kayong kuning mga libreng serbisyo ng tulong sa wika. Pakisabi sa amin kung ano ang pangunahin ninyong wika at maglalaan kami ng interpreter upang tumulong sa inyong pangangalaga.
Thai/ ภาษาไทย	โปรดทราบ: คุณสามารถใช้บริการช่วยเหลือด้านภาษาไทยได้ฟรี หากคุณพูดภาษาไทย โปรดแจ้งภาษาหลักของคุณให้เราทราบและเราจะมีล่ามเพื่อช่วยเหลือในการดูแลของคุณ
Urdu/ اردو	توجہ دیں: اگر آپ اردو بولتے ہیں تو آپ کے لیے زبان میں مدد کی خدمات مفت دستیاب ہیں۔ براہ کرام ہمیں اپنی بنیادی زبان بتائیں اور ہم آپ کی نگہداشت میں مدد کرنے کے لیے کوئی ترجمان دستیاب کرائیں گے۔
Vietnamese/ Tiếng Việt	CHÚ Ý: Nếu quý vị nói Tiếng Việt, có sẵn các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Vui lòng cho chúng tôi biết ngôn ngữ chính của quý vị, chúng tôi sẽ cung cấp một thông dịch viên hỗ trợ dịch vụ chăm sóc của quý vị.

Patient responsibilities

1. Adhere to the treatment plan or service established by the prescriber.
2. Notify Mass General Brigham Specialty Pharmacy of changes in insurance coverage as soon as possible.
3. Inform the prescriber of their participation in Mass General Brigham Specialty Pharmacy's Therapy Management Program.
4. Participate in the development of an effective plan of care, treatment, and services.
5. Provide accurate and complete medical and personal information necessary to plan and provide care.
6. Ask questions concerning care, treatment, and services.
7. Request clarification of any instructions provided by pharmacy representatives.
8. Communicate information, concerns, and questions related to perceived risks in therapy or changes in condition.
9. Be available to coordinate and receive medication deliveries from Mass General Brigham Specialty Pharmacy.
10. Treat pharmacy personnel with respect and dignity without discrimination on the basis of race, color, national origin, citizenship, alienage, religion, creed, sex, sexual orientation, gender identity, age, or disability.
11. Use medications according to the provided instructions and for the purpose they were prescribed. Do not share medications with others.
12. Communicate any concerns regarding ability to follow the provided instructions.
13. Notify Mass General Brigham Specialty Pharmacy of changes in telephone number or address as soon as possible.
14. Submit any forms that are necessary to participate in the program, to the extent required by law.
15. Give accurate clinical and contact information and notify the Therapy Management Program of changes in this information.
16. Notify your treating provider of your participation in the Therapy Management Program, if applicable.

Committed to individualized support

We have expert teams devoted to you that work directly with your health care provider. We are here to understand and help you overcome any challenges associated with your treatment.



Supplemental information

Drug substitution

Except in cases where your practitioner has indicated “no substitution,” Mass General Brigham Specialty Pharmacy shall dispense an interchangeable product if one exists; or, if none exists, a less expensive, interchangeable drug product as allowed. Mass General Brigham Specialty Pharmacy will also indicate on the label the following in the event an interchange has been made:

INTERCHANGE (NAME OF EXACT DRUG PRODUCT DISPENSED)

In cases where your practitioner has instructed that no substitution be made, the pharmacist shall dispense the exact drug product as written by such practitioner.

In the event of a drug recall

A recall is an action taken when a product is found to be in violation of laws and regulations administered by the FDA. Medications may be recalled for a variety of reasons including safety, mislabeling, contamination and deviations in strength or potency. Recalls may be conducted by a voluntary action by the manufacturer/supplier, by request from the FDA, or by a legally mandated order from the FDA.

Pharmacies are notified of recalled medications from a variety of sources including drug manufacturers, compounding pharmacies, outsourcing facilities, drug wholesalers and other vendors, and government agencies such as the FDA, state departments of health, and boards of pharmacy. The FDA has a website that lists all recalls: (www.fda.gov/Safety/Recalls/default.htm).

When a notification is received, our pharmacy staff will communicate the recall information to prescribers and staff who dispense or administer medications *when applicable*. We will review dispensing records to identify patients taking the recalled product and contact them as required.

To demonstrate compliance, we maintain appropriate records including copies of the recall notice and documents submitted to the supplier as well as documentation of recall activities. The following information will be documented for each recall:

- Date notified
- Date(s) action taken
- Action(s) taken including areas inspected; quantities removed; notification of shipment to wholesaler/manufacturer; notifications to prescribers and staff and other actions required by the recall notice, law or regulation, and organizational policy.

Program limitations

Mass General Brigham Specialty Pharmacy Therapy Management Program limitations could include the need to participate in assessments, the need to continue with therapy, the need to continue to fill medications within our pharmacy, and the ability to follow directions and work with the tools provided.

Emergency preparedness for prescription medications

Here are tips to be prepared:

- **Make a medication list:** Keep an updated list of all medications, dosages and phone number for your doctors and pharmacies in a waterproof bag or container.
- **Carry your prescription insurance card:** Keep your health insurance or prescription-drug benefit card with you at all times, as your pharmacy benefit provider or health plan can help you obtain an emergency supply of any lost or damaged medications.
- **Order early:** Reorder as soon as you are able.
- **Keep your medications together:** Keep medications in original containers with original labels and place prescription bottles in a waterproof bag or container.
- **Prepare for special needs:** If your medication requires refrigeration or electronic equipment, have a plan for temporary storage and administration.
- **Make a plan:** Discuss your medication disaster plan with your doctor or pharmacist, especially if your medication has special shipping or electronic equipment requirements. Also, discuss plans for your child's medication with your child's daycare provider or school.
- **Maintain an emergency health care kit:** Stock a supply kit with any nonprescription medications you may need such as pain relievers, cold medications and antacids.
- **Medication safety:** Inspect your medication to see if the look or smell of it has changed, as excessive moisture or heat can contaminate the drugs. If you are unsure about its safety, contact a local pharmacist or health care provider.
- **Skipping doses:** If you haven't been able to take your medication, contact us immediately at (877) 468-8717 even if you're not experiencing any negative health effects. Never take additional doses to make up for those you've missed before talking to a health care practitioner.

Mass General Brigham Specialty Pharmacy

**(877) 468-8717 • SpecialtyPharmacy@Partners.org
www.massgeneralbrigham.org/specialtypharmacy**