

Forbes Pharmacy

3501 Forbes Avenue
Room 756
Pittsburgh, PA 15213
412-246-6160 (toll- free 1-833-689-2012)

Dear Forbes Pharmacy Customer,

Thank you for choosing Forbes Pharmacy to take care of your specialty medication needs. Specialty medications require special knowledge when working with your medical provider and insurance company. Our staff is equipped with this knowledge and provides specialty medications to treat chronic, rare, or complex conditions including various mental health diagnoses, substance use disorders, hepatology, and infectious diseases.

We know that hearing a diagnosis or starting a new medication can be difficult. We want you to know that we care about you and your health. To give you the highest quality of care, a dedicated team of professionals will be monitoring your therapy. If at any time an emergency comes up, we are on-call 24 hours a day to help you.

Our Patient Management Program provides benefits such as managing side effects, increasing compliance and medication adherence to drug therapy, increasing overall improvement of health, deeming there are no limitations such as patient non-compliance and lack of willingness to follow appropriate direction from the pharmacist and any other medical provider(s) involved directly in the patient's care. The patient can either call the pharmacy directly or write an opt-out statement to let the pharmacy staff know that they are choosing to opt out of the Patient Management Program.

If you are part of the Long Acting Injectable Clinic, Forbes Pharmacy will process your prescription and provide your long acting injection to the Medication Clinic Nurse who will administer the medication to you.

We strive to provide you with the best experience possible. Here are some benefits that you will receive while on service with Forbes Pharmacy:

- **Access to specialized clinical staff 24 hours a day, 7 days a week**
- **Coordination of prior authorization with your insurance company**
- **Compliance monitoring**
- **Patient training and education**
- **Pharmacist counseling**
- **Refill reminders**

Should you have any questions regarding your medications, or the services provided, please do not hesitate to contact the pharmacy staff.

Business Hours:

Monday – Friday: 8:00 a.m. – 4:30 p.m.

- **Local:** 412-246-6160 • **Toll Free Number:** 1-833-689-2012
 - **Fax:** 1-855-683-0160
- **Website:** <https://www.upmc.com/services/pharmacy/forbes>



Your experience with Forbes Pharmacy is very important to us. We want you to feel comfortable letting us know how we can serve you better, without fear of reprisal, discrimination, or unreasonable interruption of services. If you are not satisfied with any aspect of the service given by Forbes Pharmacy, please call and ask to speak with a supervisor.

Forbes Pharmacy has a formal complaint procedure that makes sure your concerns are reviewed and an investigation is started within 48 hours. You will be contacted within five business days with an update. Every effort will be made to resolve all complaints within 14 days. You will be informed in writing of the resolution of the complaint. You may also contact accreditation bodies and/or state boards of pharmacy if needed. You may register a complaint with Accreditation Commission for Health Care at 919-785-1214 and/or the Pennsylvania State Board of Pharmacy at 717-783-4849.

Thank you again for choosing Forbes Pharmacy.

Sincerely,

The Forbes Specialty Pharmacy Team

Medication and Refills

If you have any problems or questions about your medicine, please call to speak with a pharmacist. To place an order for a refill, please call our specialty pharmacy at 412-246-6160. A pharmacy team member will talk to you prior to refilling your medication. Please notify us of any changes in your medical status.

Storage of Medication

- Store all medicine away from children and pets.
- Check the label on all medicine for storage instructions.
- If your medicine needs to be refrigerated, please keep away from food and food spills.
- Refrigerated medicine should be placed in the refrigerator as soon as possible. In case of a power outage, fill a cooler with ice to store all refrigerated medications. Please call a pharmacist with any questions.
- Place the new medicine behind any previously delivered medicine you may still have in your refrigerator.
- Non-refrigerated medicine should be kept in a cool, dry place away from direct sunlight and above freezing temperatures.

Emergencies

Emergencies and environmental disasters can happen at any time. Forbes Pharmacy will make every effort to continue services without interruption and to let you know how to get your medication during these emergencies. Please listen to radio and television for weather updates and emergency information/instructions.

Billing and Insurance

If you have questions about claims billed to your insurance company or your statement, please call Forbes Pharmacy and we will assist you. If you have any questions about your insurance benefits or out of pocket costs, please call and talk to a pharmacy team member to verify insurance. Please notify us of any changes in your insurance.

Proof of Delivery

The statement included in your delivery package provides you with an itemized list and quantity of medication you have received. The statement also serves as proof of delivery and is included as part of your medical record in the event your insurance provider requests this information. Insurance providers can audit medical records at any time for proof of delivery and can deny reimbursement if proof of delivery is not available. A signature is required on your customer medication statement. The customer medication statement must be signed, dated, and returned ASAP in the envelope provided in this folder.

Return of Medication

Pennsylvania State Board of Pharmacy prohibits the return of any medication to ANY pharmacy for credit and/or reuse for another patient.

Medication Safety

As a patient and/or family member, you are part of the health care team. Your pharmacist, along with you and/or your family member(s), play a key role in making sure your therapy is successful.

Here are some important things to remember:

Our pharmacists can help with any medication questions. Never hesitate to call with any questions or concerns.

With each new medication, open the vial and look at each dose to ensure the correct product and correct patient name is on the product. You are our last quality check to ensure the highest level of patient safety.

Before taking a dose of medication:

- Read the label and any information you have been given.
- Make sure that the medication you have is the one that your doctor ordered.
- If any of the information you have does not reflect what your doctor has told you, call your pharmacist.
For example: Your doctor told you to take your medication 1 time daily, but the label says to take it 2 times daily -- call your pharmacist.
- Check the product for any leakage, change in color or change in appearance.
- Be sure to store all medications as directed on the label and packaging.
 - If your medication has been stored improperly for any length of time, call one of our pharmacists for further instructions.

Taking an active role in safe medication use has many advantages. Not only will it help prevent medication errors, but also makes you a more informed health care consumer. Forbes Pharmacy welcomes your involvement in your care. With teamwork, we hope to give you the best experience possible.

Drug Disposal Options
Do you have medicine you want to get rid of?

Do you have a drug take-back option readily available?
Check the **DEA website**, as well as your local drugstore and police station for possible options.

NO
Is it on the **FDA flush list**?

NO
Follow the **FDA instructions for disposing of medicine in the household trash.**

YES
Immediately flush your medicine in the toilet. Scratch out all personal info on the bottle and recycle/throw it away.

YES
Take your medicine to a drug take-back location.
Do this promptly for **FDA flush list** drugs!

www.fda.gov

Follow these simple steps to dispose of medicines in the household trash

MIX
Mix medicines (do not crush tablets or capsules) with an **unpalatable substance** such as dirt, cat litter, or used coffee grounds;

PLACE
Place the mixture **in a container** such as a sealed plastic bag;

THROW
Throw the container **in your household trash**;

SCRATCH OUT
Scratch out **all personal information** on the prescription label of your empty pill bottle or empty medicine packaging to make it unreadable, then dispose of the container.

There are many locations near Forbes Pharmacy that participate in National Prescription Drug Take Back Day events. The program aims to provide a safe, convenient, and responsible means of disposing of unused or expired medications. Unused or expired medications are a public safety issue, leading to potential accidental poisoning, misuse, and overdose. Proper disposal of unused drugs saves lives and protects the environment. Check the Drug Enforcement Administration (DEA) website or call Forbes Pharmacy for locations and upcoming event dates:

www.fda.gov/drugs/disposal-unused-medicines-what-you-should-know/drug-disposal-drug-take-back-locations

ACCEPTED

- Unused or expired prescription medication (including all controlled substances)
- Unused or expired over-the-counter medication
- Pet medication

NOT ACCEPTED

- Illegal drugs
- Hydrogen Peroxide
- Thermometers
- Lotions
- Inhalers
- Aerosol cans
- Needles or injectables
- Liquids

Prescriptions. Faster, Easier, Better.



Important Update

You now have after-hours access to clinicians who can help answer important questions about your medication. Anytime, day or night, when you have an urgent concern about your medication, you can speak with a UPMC clinician.

Call **800-427-5997** after 5 p.m. with questions about the following:

- Drug interactions
- Drug side effects
- Storage of medications
- Other urgent questions that can't wait until your pharmacy opens

For questions about refills or other non-urgent matters, please call your UPMC retail pharmacy during regular business hours

For medical emergencies, always call 911.

[UPMC.com/Services/Pharmacy](https://www.upmc.com/Services/Pharmacy)

The Patients' Notice and Bill of Rights and Patient Responsibilities is available to patients, their family members and representatives via patient information materials and postings in registration areas and within each service location. This information is also made available to patients, families, and their representatives upon request.

UPMC's Notice of Privacy Practices - At UPMC, we are committed to protecting the privacy of your health information, as federal and state laws require. When we say "health information," we mean personally identifiable information that we collect about you when we treat you, including payment information. UPMC's "Notice of Privacy Practices" ("Notice") is available on our website at [UPMC.com](https://www.upmc.com) UPMC > Patient and Visitor Resources > Privacy Information > Notice of Privacy Practices. The Notice explains how we meet this commitment. The Notice also explains what is in your health record and your rights under federal and state laws.

Stop Germs! Wash Your Hands.

When?

- After using the bathroom
- Before, during, and after preparing food
- Before eating food
- Before and after caring for someone at home who is sick with vomiting or diarrhea
- After changing diapers or cleaning up a child who has used the toilet
- After blowing your nose, coughing, or sneezing
- After touching an animal, animal feed, or animal waste
- After handling pet food or pet treats
- After touching garbage

How?



Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.



Lather your hands by rubbing them together with the soap. Be sure to lather the backs of your hands, between your fingers, and under your nails.



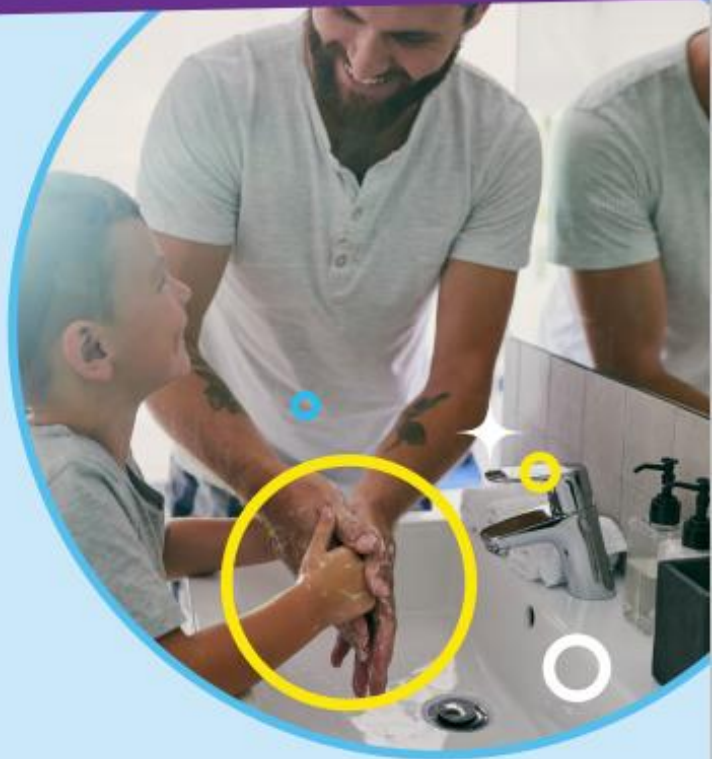
Scrub your hands for at least 20 seconds. Need a timer? Hum the "Happy Birthday" song from beginning to end twice.



Rinse hands well under clean, running water.



Dry hands using a clean towel or air dry them.



Keeping hands clean is one of the most important things we can do to stop the spread of germs and stay healthy.

LIFE IS BETTER WITH

CLEAN HANDS



www.cdc.gov/handwashing