

## Pint Size Prescriptions

UPMC Children's Hospital of Pittsburgh  
Outpatient Pharmacy  
4401 Penn Avenue  
Pittsburgh, PA 15224  
412-692-9200 (toll-free 1-800-533-8762)

Dear Pint Size Prescriptions Customer,

Thank you for choosing Pint Size Prescriptions to take care of you or your child's specialty medication needs.

Specialty medications are high-cost prescription medications used to treat complex, long term conditions such as an organ transplant, cancer, and epilepsy. Because of the complexity and follow up needed, pharmacy regulations require that our pharmacy staff speak with you on a regular basis to ensure that the medication is being taken safely and correctly. Our staff is required to document any medication changes, how much medication is left from the last fill, and to ask if there are any questions or concerns before processing your prescription. It is recommended to call the pharmacy 3 to 5 business days before the end of the current medication supply.

We are dedicated to providing you with the best experience possible. Here are some benefits that you will be receiving while on service with Pint Size Prescriptions:

- **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:** 8:30 a.m. – 7:30 p.m.

**Saturday-Sunday:** 10:00 a.m.- 2:00 p.m.

- **Local:** 412-692-9200, option 0 to speak with a staff member • **Toll Free:** 1-800-533-8762

- **Fax:** 1-855-683-0157

- **Website:** <https://www.upmc.com/services/pharmacy/childrens>



Your experience with Pint Size Prescriptions 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 Pint Size Prescriptions, please call and ask to speak with a supervisor.

There is a formal complaint procedure that ensures 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 the Pennsylvania State Board of Pharmacy at 717-783-4849.

Thank you again for choosing Pint Size Prescriptions.

Sincerely,

The Pint Size Prescriptions 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 412-692-9200. 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. Pint Size Prescriptions 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 Pint Size Prescriptions 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

Insurance providers can audit medical records at any time for proof of delivery and can deny pharmacy payment if proof of delivery is not available.

## 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. Pint Size Prescriptions welcomes your involvement in your care. With teamwork, we hope to give you the best experience possible.



**Pint Size Prescriptions** participates in The 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 Pint Size Prescriptions for upcoming event dates.

**UPMC Children's Hospital** is a DEA authorized collector and provides a year round drop off location to the public to simply and safely deposit surplus/expired medications. The DEA-compliant prescription drug take-back receptacle is located in the main lobby near the orange elevators.

For additional locations, please visit: [www.fda.gov/drugs/disposal-unused-medicines-what-you-should-know/drug-disposal-drug-take-back-locations](http://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.



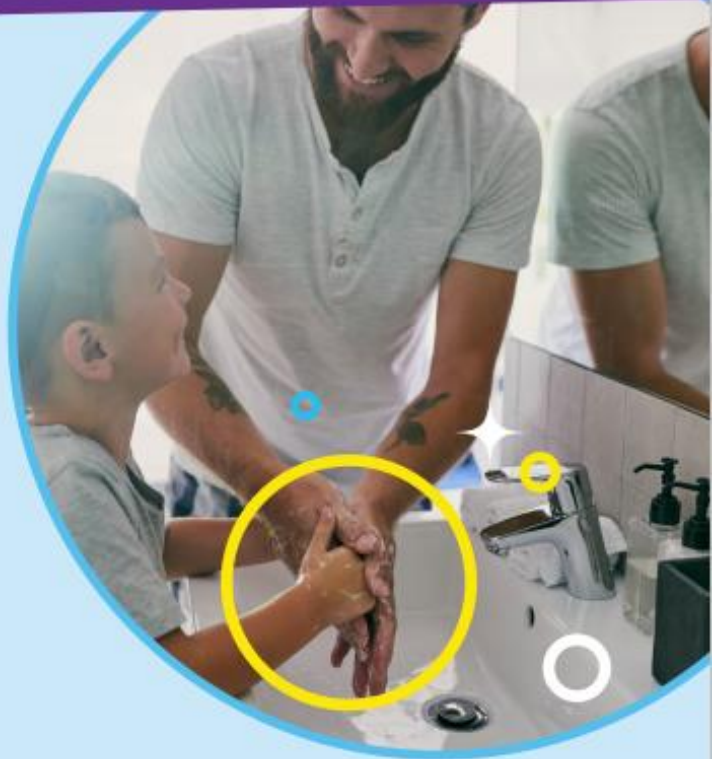
**Scrub** your hands for at least 20 seconds. Need a timer? Hum the "Happy Birthday" song from beginning to end twice.



**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](http://www.cdc.gov/handwashing)