Our mission
Aurora has a vision for health care: To provide patients with better health care than they can get anywhere else.

Our Specialty Pharmacy mission is closely related: To help our patients with complex, chronic diseases by providing them with the full range of specialty pharmacy services in the most efficient manner, at the lowest possible cost.

How to contact us
Our Pharmacy hours of operation are Monday through Friday from 6 a.m. to 8 p.m and Saturdays 9 a.m. to 1 p.m. The easiest and best way to reach our pharmacy team during business hours is by calling us directly toll-free 844-820-5600.

Use this number to contact us with questions about: order status, co-pays, or claims-related issues such as our pharmacy’s status in your insurance network.

We maintain phone service for clinical questions outside of business hours. You may call our toll-free number anytime if you have a need for a clinical question to be answered by a pharmacist.

Non-urgent questions or concerns can also be sent to us anytime by email through SpecialtyPharmacy@aah.org. Your email message will be responded to during business hours.

Visit us on the web at AuroraPharmacy.org.

Our fax number is 262-253-3098.

Scope of services
Our licensed caregivers include
• Registered pharmacists

Our knowledgeable and skilled caregivers include:
• Certified pharmacy technicians
• Billing specialists

Financial services
• Billing. Our staff will process billing with your insurances. You are responsible for any remaining copay for your medicine. We can bill your credit card for your copays.
• **Financial Assistance.** Our financial team members are experts in checking and obtaining coverage for your medicines, and finding help for payment of high out-of-pocket costs. We’ll work with you to find you whatever assistance you qualify for.

Since Aurora Specialty Pharmacy was designed to meet the needs of Aurora Health Care patients, our service area includes eastern Wisconsin, northeastern Illinois and parts of the Upper Peninsula of Michigan.

**What is a Specialty Pharmacy?**
Specialty pharmacies make it easier for patients to get the desired results from high cost, complex medications that treat serious illness. Clinical pharmacists guide patients throughout their treatment and work with patients to reduce side effects, ensure patient safety, and to achieve the best possible results.

Specialty pharmacists help you, the patient, become an important member of your care team, which also includes your doctors, family members and caregivers, and, as required, nursing services, and other providers (mental health, nutrition, etc.)

Patient training and education is the key of the specialty pharmacy. A well-informed patient (or caregiver) is better prepared to be a partner in his or her own care plan. Education helps patients deal with difficult side-effects, improve communication, and get results.

**Patient Rights and Responsibilities**

As a participating patient of the Aurora Specialty Pharmacy program, you have certain rights and responsibilities.

**You have the right to:**
1. Receive prescribed products and services in a professional manner without discrimination relative to your sex, race, religion, ethnic group, sexual preference, or physical and/or mental disability.

2. Request and receive information about the Aurora Specialty Pharmacy Patient Management Program.

3. Be treated in a fair and courteous way by every individual representing Aurora Specialty Pharmacy.

You have the right to receive identification by name and job title for any caregiver of Aurora Specialty Pharmacy providing services to you.

4. Receive educational services and information needed to use medications in the manner intended by the prescribing physician.

5. Express concerns or grievances without fear of reprisal and have concerns or grievances properly investigated.

6. Request to speak with caregivers’ supervisors if necessary.

7. Have your personal health information shared only as allowed by state and federal law and to be informed of our procedures for disclosure of clinical records. Confidentiality of health care information is strictly maintained.

8. Receive information in a timely fashion concerning any changes or discontinuation of the Patient Management Program.

9. Be informed of any limitation of Aurora Specialty Pharmacy services, and receive referrals to appropriate providers when necessary.

10. Decline participation or disenrollment from any Aurora Specialty Pharmacy program at any point in time.
You have the responsibility to:

1. Participate in the development of an effective plan of care. In doing so, you have responsibility to provide, to the best of your knowledge, accurate and complete medical and personal information.

2. Adhere to the plan of treatment prescribed by your physician.

3. Ask questions about your care.

4. Communicate any information, concerns and/or questions related to changes in your condition to Aurora Specialty Pharmacy caregivers and your physician’s care team.

5. Notify Aurora Specialty Pharmacy if you are going to be unavailable for scheduled delivery times.

6. Treat Aurora Specialty Pharmacy personnel with respect and dignity without discrimination as to color, religion, sex, or national or ethnic origin.

7. Care for, and safely use medications, supplies and/or equipment, according to instructions provided, for the purpose they were prescribed and only for/on the individual for whom they were prescribed.

8. Contact us immediately by phone if you suspect any errors or have concerns with prescriptions you receive from Aurora Specialty Pharmacy.

9. Pay all copays, coinsurances and invoices upon receipt.

10. Submit any forms necessary for you to receive services.

11. Notify Aurora Specialty Pharmacy of any changes in your insurance coverage. Notify us immediately of any address or telephone changes.

How to use our services

Prescriptions for specialty drugs can be complicated. We want to make it as simple as possible for you to get started on your specialty medication. So let us take care of the details.

Your prescription
We will fill your prescription with medication just as the doctor orders it. Most specialty drugs aren’t available in a generic form. When a generic is available, we’ll follow all state and federal laws that may require a generic substitute to be used. We will inform you when we provide a generic.

When we receive your prescription, we’ll make sure it’s covered by your insurance. In some cases, the drug your doctor orders may not be available to us. In that case, we will find a pharmacy that is allowed to dispense that medication, and we will transfer your prescription to that pharmacy. We will notify you when this happens.

If your prescription drug is not available for any other reason, we will call you and help transfer the prescription to a pharmacy that can supply the medication. Your health is most important to us. We will work with you to make sure you always have the medication you need.

Refilling your prescription
We will call you about seven days before your prescription runs out to get your next refill ready. We’ll ask how the drug is working for you, make sure side effects are in check, and, if needed, we’ll talk with your doctor. If at any time you need to check on the status of your prescription, you can call us.

Keep in mind, it might take 3-5 days for shipping your refill prescription. If for any reason there will be a delay, we will call you. If necessary, we’ll arrange for you to receive your medication from another pharmacy.
Emergency access to medication

Travel – We will make every effort to provide you with any added medication you may need in advance of travel plans. Please notify us at least 10 days in advance of any planned travel. We will communicate with your insurer so that we can get any needed approvals to allow travel supplies.

Disasters – In the event of a natural disaster (flood, tornado, etc.) please contact us as soon as possible. We will work to make sure you get a supply of medicine shipped to the location you want. If necessary, we’ll assist in transferring your prescription to a location convenient for you.

Transferring your prescription – If you want to have your prescription dispensed by a different pharmacy for any reason, we will help transfer the prescription information to your new pharmacy. Kindly ask the new pharmacy to contact us by phone and we’ll transfer the prescription.

Lost and stolen drugs – Please take good care of your medicines. In the event of lost, stolen or damaged drugs, we will be happy to replace the drugs, but you may be responsible for any additional costs. Many insurance companies will not pay for replacement medicine in these cases.

Patient education services

People who know more about their conditions and the drugs used to treat those conditions often get better results. Our goal is to provide our patients with the educational materials they need to become active and successful participants in their care. We do that by providing information in a variety of ways, so patients can use the format they prefer.

When you enroll in the Specialty Pharmacy program, we’ll begin by working with you to learn your specific needs. We’ll provide you with information from written and online sources. And our pharmacy staff will always be available to help answer your questions or connect you with other sources of trusted information. The effectiveness of education programs is improved when there is good two-way communications. So that you can get the best benefits from your treatments, please be sure to notify us of any changes to your condition or medication treatments.

Aurora Health Care provides medical interpreters who can help you communicate with your doctor or healthcare providers in your own language and other communication aids to assist you and your family members with your visit. We provide this service at no cost to you. Please let us know if you require language assistance.

If you have questions or concerns about information you’ve received from us, or from other sources, feel free to contact us.

You can reach your specialty pharmacy team toll-free 844-820-5600.

Helpful consumer resources

Many people like to learn more about their medicine or their medical condition. Your local library is a good place to find information on medical conditions. There are websites and patient programs available from the makers of most prescription medications. Contact us and we can help get you enrolled in a manufacturer support program.

In addition, these websites may be helpful for many patients:

- Aurora Health Care: AuroraHealthCare.org
- Drug Information Online: drugs.com
- Aurora Specialty Pharmacy: AuroraPharmacy.org
Patient safety

Drug recalls – We carefully follow all medication recalls. In the rare event that a medicine that we dispensed to you is recalled by the manufacturer, we will contact you directly by phone and provide you with instructions to obtain a replacement prescription. You will not be charged for any drug to replace a recalled product.

Safe disposal of medications – If you no longer need a medication, there are safe ways to dispose of it. Follow specific disposal instructions on the drug label or patient information that accompanies the medication. Take advantage of drug take-back programs in your community that allow the public to bring unused drugs to a central location for proper disposal.

Call your city or county government’s household trash and recycling service (see blue pages in the phone book) to see if a take-back program is available in your community.

If in doubt about proper disposal, talk to one of our pharmacists.

What to do if you have a drug reaction – Medicines can treat or prevent illness and disease. However, sometimes medicines can cause problems. These problems are called adverse drug reactions. You should know what to do if you think that you or someone you take care of is having an adverse drug reaction. At the start of your treatment, we’ll tell you about common adverse reactions so you know what to expect and how to respond if reactions occur. If you have any questions about something unexpected, please contact your doctor or give us a call. If you have any serious problem, such as difficulty breathing, bleeding, severe nausea and vomiting, get care from a physician immediately.

Reporting prescription errors – We strive to be fully accurate when dispensing prescriptions to our patients. If you ever believe that something isn’t right with your prescription, or if the prescription information didn’t match what your doctor or pharmacist told you, contact us immediately by phone. We’ll check everything and make sure you get the prescription just as your doctor ordered.

We take quality seriously. We will record and report any prescription error through our continuous quality program. We will take steps to correct any processes that could lead to error so that we can prevent any future errors of a similar manner.

Reporting service complaints – Our goal is to provide each and every patient with service that is perfect in every way. If you have any reason to submit a complaint about the service provided by our pharmacy team, please call Aurora’s toll-free customer care line at 888-973-8999. We’ll respond to your concerns promptly.

Our Pharmacy is licensed in Wisconsin. Complaints or grievances about our service may be directed online to the Wisconsin Pharmacy Examining Board at dspsi.wi.gov

Our Pharmacy is accredited by ACHC. Complaints or grievances about our service may be directed online to ACHC at AHCH.org

Our Pharmacy is accredited by URAC. Complaints or grievances about our service may be directed online to URAC at URAC.org

Medication safety at home

Medicines can help you feel better or control a medical condition. If you take them in the wrong way, they can actually make you feel worse. If you take medicines prescribed by your physician, or if you buy medicines “over the counter,” follow these guidelines:

- Store all medicines that need to be kept cold in the refrigerator, in an area separate from anything else.
- Store all medicines that should be stored at room temperature in a clean, dry area, out of children’s reach.
- Read the label carefully.
• Take the medicine exactly as your physician tells you.

• Bring a list of medicines that you are using every time you visit the physician.

• Ask your physician to help you make a schedule so you know what medicines to take at what time of day.

• If possible, use only one pharmacy for all your prescriptions. The pharmacist can help you keep track of what medicines you are taking.

• Make sure your caregiver(s) know what medicines you take and when you take them.

• Do not combine prescription and over-the-counter medicines or nutrition supplements unless your physician approves it.

• Do not take the medicine or change how much of the medication you take or how often you take it without first talking to your physician.

• Do not take someone else’s medicine.

What you should know about each medicine you take
• Name (generic and brand name)
• Reason for taking it
• How much to take
• How often to take it
• How long to take it
• Possible side effects and what to do if you experience them
• Special instructions (take with meals, at bedtime, etc.)

Ask questions! Talk with your physician or pharmacist if there is something you do not understand about your medicine.