



OUTPATIENT PHARMACY SERVICES



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Home Infusion Pharmacy

Our Home Infusion Pharmacy serves patients who need frequent or around-the-clock intravenous (IV) medications. To better serve families, we provide IV medications that they can receive at home. Home infusion staff will provide education and training to patients and their families to make sure they know how to use the devices and medications provided.

- Monday–Friday, 8:30 a.m.–5 p.m. CST
- Phone: 901-595-7464
- Fax: 901-595-7461
- If calling after hours, a nurse will be available to assist you. You will receive a return call within 30 minutes.

Outpatient Pharmacy

Our Outpatient Pharmacy provides easy access to prescription medications for patients who do not need to be in the hospital overnight or those who are being discharged from the hospital. Our services include filling new prescriptions, processing refill requests, and providing patient counseling.

- Monday–Friday, 8 a.m.–6 p.m. CST
- Weekends and holidays, 8 a.m.–5 p.m. CST
- Phone: 901-595-7766
- After 6 p.m., you may pick up outpatient prescriptions by ringing the bell beside the Pharmacy pick-up windows.

Specialty Pharmacy

Our Specialty Pharmacy provides medications for complex or rare conditions, such as HIV and hematology. Our staff offers training and education for specialized and complex medications. The staff will answer any questions or concerns you have.

- Monday–Friday, 8:30 a.m.–5 p.m. CST
- Phone: 901-595-5002
- Fax: 901-595-4389
- Email: specialtypharmacy@stjude.org
- If calling after hours, a pharmacist will be available to assist you. You will receive a return call within 30 minutes.

Welcome to Our Pharmaceutical Services

We are excited to serve your needs. Our goal is to help St. Jude advance research and provide excellent clinical care. We have a team of skilled pharmacists, pharmacy technicians, and other staff who make sure that every St. Jude patient gets the medication they need and the best care possible. We have the proper staff and systems in place to ensure our pharmacy services run smoothly and are always getting better.

In this booklet, “you” and “your” means the patient (you or your child), and “we” or “us” means the St. Jude Pharmaceutical Services staff, unless otherwise specified.

Our Outpatient Pharmaceutical Services are divided into specific areas. This helps us to provide medication quickly and safely for specific patient needs. Examples of our services include:

Home Infusion Pharmacy	Outpatient Pharmacy	Specialty Pharmacy
• Eclipses • Heparin and saline flushes • IV Fluids • Total parenteral nutrition (TPN) • Subcutaneous and Intramuscular injections • Subcutaneous infusions • Enteral nutrition (tube feeding)	• Maintenance medications • Antibiotics • Anti-nausea and vomiting medications • Pain medications • Benadryl®, Tylenol®, cetirizine, Sonafine™ cream, alkaline saline mouth rinse, and other medications	• Antiretroviral medications such as Cabenuva™, Genyoya®, and raltegravir • Hematology medications

Our staff are available 24/7, including holidays and weekends. Please contact us for:

- Any questions or concerns about a medication
- Changes in medication use, including dosage, strength, and how long to take it
- Getting a refill, including special refill needs like a lost or stolen medication
- Contact information or address changes
- Insurance or payment information changes
- Checking the status of an order or order delay
- A possible allergic reaction to a medication
- Questions about whether medication stays safe and effective during shipping or when exposed to different weather conditions

- If you have a bad reaction to a medication, such as anaphylaxis, call your primary care team or the St. Jude Pharmacy as soon as possible. **If you are having a serious or life-threatening emergency, call 911 or go to the nearest emergency room. St. Jude does not have an emergency room.**
- Other questions or concerns

St. Jude Language Interpreter Services

St. Jude has phones in patient care areas to help staff members talk with families who speak limited English. If you need an interpreter, ask our clinic staff to reach out to our Language Interpreter Services at 901-595-2983.

St. Jude tiene teléfonos en las áreas de atención para hablar con el paciente para ayudar a las familias que hablan inglés limitado. Si necesita un intérprete, hable con un personal de nuestra clínica para que se comuniquen con nuestros intérpretes de idiomas al 901-595-2983.

Concerns and Complaints

We try to provide services that meet or exceed our patients' expectations. Our Pharmaceutical Services staff hopes to always meet this goal. If you have issues or concerns, please contact our staff or the St. Jude helpline.

St Jude Helpline

If you have questions or concerns about your services, please talk to our department managers. You will receive a response to your concern within 2 business days. For any concerns that cannot be settled by our staff, please call the St. Jude Helpline at 901-595-2999. The Quality Management Department answers this line Monday through Friday from 8 a.m. to 4:30 p.m. If you call after hours, please leave a message and you will receive a response the next business day.

Listed below are contacts for further review of concerns:

Accreditation Commission for Health Care

- **Website (ACHC):** achc.org/contact/
- **Phone:** 855-937-2242
- **Email:** complaints@achc.org

Utilization Review Accreditation Commission (URAC)

- **Website:** <https://www.urac.org/contact/file-a-grievance/>
- **Email:** grievances@urac.org

The Tennessee Board of Pharmacy

- **Website:** tn.gov/health/health-program-areas/health-professional-boards/report-a-concern/
- **Phone:** 615-253-1299
- **Fax:** 615-741-2722

Patient Satisfaction Survey

You will receive a patient satisfaction survey from St. Jude Pharmaceutical Services. Please give us feedback and let us know how we are doing and how to serve you better. Our surveys are kept private so you can freely share your honest opinion.

Care Plan

You or your child’s care team has ordered certain medications, fluids, or nutritional supplements to meet your or your child’s needs. If you have any problems following the care plan, please ask your doctor, nurse, or pharmacist for help. Not following your care plan may cause health and safety risks for you or your child. We are here to help.

Pharmacists, pharmacy technicians, registered nurses, and payment specialists work together in our pharmacies to provide care. Each of our pharmacies also takes extra steps to arrange care depending on a patient’s needs.

Home Infusion Pharmacy	Outpatient Pharmacy	Specialty Pharmacy
• Works with St. Jude providers, primary clinic, and outside services when unique services are needed. • Before the start of services, we must receive a signed Consent for Home Infusion Services form from you. We will give this to you before you start care.	• Works with St. Jude providers, primary clinic, and outside services when unique services are needed. • Ensures on-time access to medication when at the hospital or away.	• We enroll all patients receiving medications from the Specialty Pharmacy in the Patient Management Program. This is because many specialty medications have special things that are needed to use the medication, such as training, monitoring, and handling. • You may opt out of this program at any time. • This program helps you manage side effects, keep using your drug therapy plans, and follow medication instructions.

Managing Medications

Refills

You may contact the Pharmacy team at any time about refill needs.

Some Home Infusion medications are only given for a short time and may not have refills. If you are not sure what to do, contact us or your provider.

Refilling Prescriptions

Home Infusion Pharmacy

- Home Infusion Pharmacy provides refills based on each case, the kind of medication, and how long it is given (treatment course).
- You may also call 901-595-7464 for any questions or refill requests.
- For special refill needs, such as lost or stolen medications, please give us a call and our staff will help you.

Outpatient Pharmacy

- Call 901-595-4166 or use the phone system to request a refill.
- Use MyChart to request a refill. You will get a message in your St. Jude MyChart inbox when the refill is processed.
- For special refill needs, such as lost or stolen medications, please give us a call and our staff will help you.

Specialty Pharmacy

- Call 901-595-5002, and a staff member will process your request. Our staff will contact you 5 days before your refill date about your refill need.
- Use MyChart to request a refill. You will get a message in your St. Jude MyChart inbox when the refill is processed.
- For special refill needs, such as lost or stolen medications, please give us a call and our staff will help you.

Delivery Services

- For Memphis addresses or St. Jude housing: Same-day delivery is available via local courier services during weekdays.
- For non-local addresses: Medications will be delivered within 1-2 days as priority shipments, so they come quickly to your home.

If your address or phone number changes, please contact us so we can update your records and make sure the medication is delivered to the correct place.

How to Get Infusion Supplies and Equipment

Home Infusion staff will keep track of how many supplies you use to make sure you have what you need for your or your child's infusion. To avoid wasting supplies, we want to make sure you have enough for the time you need treatment. Please tell the Home Infusion services staff if any of these things happen:

- Pumps: If your child's therapy needs a pump and you live outside the Memphis area, you will get a pre-paid return box with pump supplies. Save this box to return the pump when you are done with therapy. We will contact you when it is time to return your pump and will arrange for home pickup. For local therapy, you will bring the pump back to the pharmacy when therapy is done.
- Broken/defective items: If you receive any damaged or defective items, save them in their original packaging and notify our staff. We will tell you about any further steps.
- Changes in usage: If you use more or less of a product, please let us know so we can adjust your supplies.

Storage

When you receive your medications, follow the storage instructions right away. Store supplies and equipment in a cool place, away from direct sunlight. Keep supplies out of reach of children and pets. Be sure to refrigerate any medications as directed.

Drug/Medication Substitutions

In place of a brand-name drug, the pharmacy may give you a generic drug or the same drug from a different company. This could happen based on whether the drug is available or what is preferred by your insurance. If we need to make a substitution, our staff will contact your care team. We will use brand-name medications at your or your prescriber's request with approval from the St. Jude Medication Use Safety Team.

Transfers

If our pharmacy can no longer provide your medication, we will transfer your prescription to another pharmacy. The staff will tell you about this transfer of care.

Recalls

If your medication is recalled, we will give you instructions from the U.S. Food and Drug Administration (FDA) or the drug manufacturer.

Disposal

To safely dispose of medications and medical supplies:

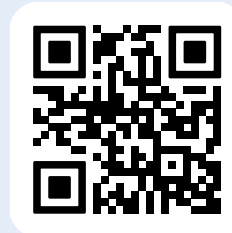
- Place all needles, syringes, and other sharp objects into a sharps container. Take Home Supplies will provide this container if you receive any medication given by injection.
- For medications on investigational (experimental treatment) trials, please return the container at the Outpatient Pharmacy window.
- Place any unused medications (except investigational meds) in the blue MedSafe box near the Outpatient Pharmacy window.
- To dispose of unused medications at home, ask the pharmacy for instructions or check with your local waste collection service. You can also check these websites:

Disposal of Unused Medications: What You Should Know



fda.gov/drugs/safe-disposal-medicines/disposal-unused-medicines-what-you-should-know

Where and How to Dispose of Unused Medications



fda.gov/consumers/consumer-updates/where-and-how-dispose-unused-medicines

Rx Drug Drop Box – Find a Prescription Disposal Box Near You



[Rxdrugdropbox.org](https://rxdrugdropbox.org)

How to Dispose of Sharps Containers



<https://www.fda.gov/medical-devices/consumer-products/safely-using-sharps-needles-and-syringes-home-work-and-travel>

End of Therapy Information

Discharge from Services

You or your child may stop getting services for any of the following reasons:

- Treatment is complete.
- You or your child have not had treatment provided by pharmacy for more than 60 days.
- Transitioning to a different type of care.

Patient Rights

You have rights and responsibilities as a patient of St. Jude Children's Research Hospital. These also apply to your care with St. Jude Pharmaceutical Services.

As a patient of St. Jude Children's Research Hospital, I have these rights:

Care Delivery

- To be free from discrimination on the basis of race, color, national origin, age, physical or mental disability, sex, ethnicity, religion, culture, language, socioeconomic status, protected veteran status, sex, pregnancy, transgender status, sexual orientation, gender identity or expression, genetic information, payment source, or marital status. (As a pediatric research hospital, St. Jude considers patient age and other medical factors when deciding if a patient will be accepted.)
- To be called by a preferred name when possible, if different from my legal name.
- To know the names of the doctors, nurses, and others who take care of me.
- To be treated with courtesy and respect.
- To be comfortable, nourished, and free to move about when possible.
- To have the staff assess and manage my pain properly.
- To receive care in a safe setting.
- To be free from any form of abuse, neglect, or harassment.
- To specify my gender identity (see Patient Registration, call 901-595-2010, or let my care team know).

Visitors

- To choose whether or not to receive visitors, and which visitors to receive (without discrimination), following St. Jude visiting rules that might limit some visits or visitors for medical or safety reasons.

Communication

- To have all my questions answered in words I understand.
- To communicate in a manner I understand. This includes language assistance services such as interpreters and translations, and communication aids and services for me, my family, or my companions free of charge and in a timely manner. Please call the nursing supervisor at 901-595-3300 if you have a communication need.

Privacy

- To privacy in treatment and to confidential medical records, according to laws that govern privacy and medical records, except required reporting and permitted disclosures.

Informed Decisions

- To be given information on my condition, diagnosis, treatment options, and prognosis.
- To access my medical records upon request in a format I prefer.
- To be involved in the decision making for my care and the plan of care. This includes the right to make decisions based on personal values, such as the right to refuse treatment or surgery, and the right to refuse to take part in research.
- To express spiritual beliefs and cultural practices that do not harm others or interfere with medical care.
- To request a hospital Ethics Committee review of ethical issues that relate to my care, by contacting any member of my care team, including my social worker or a hospital chaplain at 901-595-3300.
- To be informed about hospital policies and rules that apply to me.

Care Planning

- To be given information about any recommended transfer to another facility.
- To be given information that will help me take care of myself upon discharge.

As a patient of St. Jude Children's Research Hospital, you have the following rights and responsibilities:

Taking Part in Care Plan

- To be informed in advance about the care and services we will provide. This includes who will provide care, how often it will occur, and any changes to the care plan.
- To receive information about our Pharmaceutical Services, the scope of services offered, and any limits on those services.

- To take part in developing a care plan and any changes to that plan.
- To decline to take part in (or disenroll from) the Home Infusion or Specialty Pharmacy Patient Management Program at any time.
- To refuse care or treatment after hearing about what might happen if care or treatment is refused, unless the law requires otherwise.

Knowing the Staff

- To be able to identify the Home Infusion, Specialty Pharmacy, and Outpatient Pharmacy staff, including job titles, and to speak with higher management if requested.
- To speak with a health professional.
- To be able to identify visiting hospital workers by their ID badges.

Being Treated with Respect

- To be treated as an individual and to have you and your property treated with dignity and respect.
- To be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries from unknown sources.
- To voice complaints about treatment or care or about a lack of respect for your property.
- To recommend changes in policy, staff, care, or services without restraint, interference, coercion, discrimination, or punishment.
- To have complaints investigated. They could be about treatment or care that is given or fails to be given, or about a lack of respect for your property. See general *Patient Rights and Responsibilities in Patient and Family Quick Start Guide* to learn how to voice a complaint.

Patient's Privacy

- To have your protected health information (PHI) in your medical record kept private. By law, the Pharmaceutical Services may be required to disclose some PHI.
- To be told about St. Jude policies for disclosing clinical records. Please see general *Patient Rights and Responsibilities in Patient and Family Quick Start Guide* and the *Notice of Privacy Practices on St. Jude public website domain* or available in print from Patient Registration.
- To have personal health information shared with the Patient Management Program only as it follows state and federal laws.

Other Rights

- To choose a healthcare provider who can prescribe medications, when possible and needed.
- To receive proper care without discrimination following the orders or doctors or other licensed healthcare providers.
- To be told about any financial benefits. Patient Registration can give details about St. Jude financial assistance and billing.
- To be told about patient responsibilities.

Your responsibilities as a patient or caregiver include:

- To submit forms that are needed to receive services.
- To give correct medical and contact information and to tell us about any changes to that information.
- To tell your provider that you are taking part in our services, such as the Patient Management Program.
- To tell your treating provider or others at St. Jude about any concerns you have about the care or services provided.
- To maintain any equipment provided.

St. Jude complies with the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act.

Financial Responsibility

All patients accepted for St. Jude treatment receive care whether or not they or their families can pay for it. You will never have to pay for services authorized by St. Jude. This includes services provided outside the hospital that are approved by an authorized St. Jude care provider. St. Jude does have a billing system, but patients do not receive bills. If a patient has insurance, St. Jude bills the insurance plan or other organization that pays health costs. St. Jude pays for treatments, copayments, deductibles, coinsurance, and other costs your insurance does not cover. Learn more at <https://together.stjude.org/en-us/patient-education-resources/st-jude/patient-financial-responsibility.html>.

Advance Directives

Sometimes, patients may be injured or become ill to the point of inability to make health care decisions for themselves. An advance directive is a written statement of how you want your medical care provided if, at any point in time, you cannot speak for yourself. Legally, an adult patient or emancipated minor can decide whether to create an advance directive. Speak with your social worker for guidance surrounding the development of an advance directive.

Safety, Emergency, and Disaster Information

St. Jude Pharmaceutical Services has an emergency plan in case a disaster occurs. Disasters may include fire, chemical spills, hurricanes, snowstorms, tornadoes, or community evacuations.

If there is a disaster threat, we will make sure that you have enough medication and equipment for your needs. If you have a personal emergency and need medication, please call the pharmacy and our staff will help you.

St. Jude Preparedness Plan

- If possible, the pharmacy will call you 3–5 days before a local weather emergency.
- If you are not in the pharmacy area but live in a location that might have a weather disaster, you must call the pharmacy 3–5 days in advance.
- The pharmacy will send the medications you need using a courier or FedEx next-day delivery when possible.
- If we cannot get the medication to you in time, we will transfer the prescription to a local pharmacy so you will not be without medication.
- If a local disaster occurs and the pharmacy cannot reach you, or you cannot reach the pharmacy, please listen to your local news and rescue centers for advice on getting medications. Visit your local hospital right away if you think you might miss a dose.
- We recommend all patients give St. Jude a secondary emergency number.

General Safety

To safely do home infusion therapy, you must have access to a phone and the emergency medical system (911). There must be good access to running water and no problems getting water to all patient care areas of the home. There are other important safety actions you can take:

- Keep exits and passageways clear of clutter, including all electrical cords.
- Electrical cords should be in good working condition. They should not be frayed or secured to furniture or carpeting. Never use sharp objects to hold electrical cords in place.
- Keep emergency numbers within quick reach, including local police, fire department, poison control, emergency contacts, and the St. Jude Pharmacy: 855-466-3799.
- To prevent falls, use slip-resistant rugs and hall runners, keep rooms and entrances well lit, and keep heavily used supplies in lower cabinets or shelves.
- To protect your child, make sure they stay alert while walking, avoid rushing to answer the phone or door, and take time to establish balance before standing.

Disaster Information

In case of an emergency or disaster:

- Take your medications, supplies, dosing schedule, and an updated list of all home medications with you.
- Use your phone for emergencies only. Too many calls in the area may prevent emergency calls to police, fire stations, doctors, and disaster units.
- Keep backup batteries on hand to ensure power for your infusion pump.
- If you evacuate to another location, please notify St. Jude.
- Follow instructions from official authorities such as rescue teams, police, or military.
- If you cannot reach us, contact a local children's hospital.

Preventing Infection

St. Jude patients are more likely to get infections due to their illnesses and their treatments. At times during treatment, your body's immune system, which protects you from infection, may not work as it should. At these times, you or your child should stay away from people who have illnesses that could spread to others.

The best way to prevent infection is to clean your hands well using soap and water or with an alcohol-based hand sanitizer. When the immune system is weak, it is important to keep the living area surrounding you or your child as clean as possible.

Handwashing:



together.stjude.org

Community Organizations & Resources:



U.S. Department of Health and Human Services

The NIH U.S. National Library of Medication is a resource to help you better understand HIV/AIDS treatment, prevention, and research



Stop the Virus

Prevention, testing and treatment of HIV

Local Organizations in Memphis



Hope House



The Ryan White HIV/AIDS Program



Friends for Life



Breaking the Sickle Cell Cycle



Out Memphis



The Sickle Cell Foundation of TN



*262 Danny Thomas Place
Memphis, TN 38105*

