



# SANFORD SPECIALTY PHARMACY

SANFORD®  
HEALTH

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# Welcome to Sanford Specialty Pharmacy.

Thank you for choosing Sanford Specialty Pharmacy for your specialty medications. We are dedicated to providing you with the best experience possible and look forward to being a part of your health care team.

**Sanford Specialty Pharmacy serves patients in the following states:**

- North Dakota
- Minnesota
- South Dakota
- Iowa
- Arizona
- Florida
- Wisconsin

The Sanford Specialty Pharmacy will work with your providers and nurses to streamline your care. Our pharmacy staff is easy to contact and our pharmacists are experts on your specialty medications.

The following pages will provide more information on our services and helpful tips for managing your medications. Please contact us with any questions you have.

Sincerely,  
Sanford Specialty Pharmacy  
737 Broadway N.  
Fargo, ND  
(701) 234-7600  
(800) 223-1364

# Pharmacy Services

## Pharmacy Hours

Monday–Friday, 8 a.m.–4:30 p.m.

Closed Saturdays and Sundays

- Medication pickup is available outside of these hours when prearranged
- Closed on all major holidays, including New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day
- Clinically trained personnel are available 24 hours a day, 7 days a week including holidays and weekends. Our after-hours clinicians are available to assist you with urgent clinical questions.

## What can you expect from Sanford Specialty Pharmacy?

Sanford Specialty Pharmacy will:

- Work with your insurance company and help with payment options
- Answer your medication questions, even outside of pharmacy hours
- Offer guidance about a medication’s side effects
- Help you remember to fill your medications each month
- Arrange medication delivery at no cost

## When should you call Sanford Specialty Pharmacy?

When to contact us:

- You have questions or concerns about your medication
- You suspect a reaction or allergy to your medication
- You have a change that has occurred in your medication use
- Your contact information or delivery address has changed
- Your insurance information or payment source has changed
- You need to check the status of or reschedule your delivery
- You have a question about an order delay
- You have any questions or concerns about our pharmacy service

## Filling a Prescription

Your physician can send us a prescription or you can provide it to us in person or through the mail. A team member will contact you five to seven days before your refill date. If you would like to contact us to request a refill, you can call Sanford Specialty Pharmacy. We recommend contacting us five to seven days before you need your refill.

## Patient Management Program

Sanford Specialty Pharmacy offers a voluntary Patient Management Program at no cost.

### **This program is designed to:**

- Help manage side effects
- Help you take your medications regularly
- Improve your overall health

If you no longer wish to participate in the Patient Management Program, you may contact our team by phone to opt out.

## Limitations

To achieve the full benefits of the Patient Management Program, you must be willing to participate actively. This includes responding to our outreach calls, providing updates about your health and taking your medication(s) as prescribed.

## Medication Delivery

Medication will be delivered at no cost to your home, doctor's office or another location. Supplies such as a sharps container will be included as requested. All refill deliveries will be prearranged to ensure someone is available to receive the shipment.

If your medication requires refrigeration, it will be shipped in special temperature-controlled packaging to maintain the appropriate temperature throughout the shipping process. Once you receive the package, take the medication out of the shipping package and place it in the refrigerator promptly.

If the package looks damaged or is not in the correct temperature range, please call Sanford Specialty Pharmacy. If your order is delayed, you will be informed of the delay and will be assisted in obtaining the medication elsewhere, if necessary.

## **Drug Substitution**

It may be necessary to substitute generic drugs for brand-name drugs. This could occur because your insurance company prefers the generic drug or to reduce your copay. If a substitution occurs, a team member will contact you before shipping to inform you of the substitution.

## **Prescription Transfers**

If Sanford Specialty Pharmacy is unable to meet your needs, your prescription can be transferred to the pharmacy of your choice. You may contact our team by phone to request a transfer.

If Sanford Specialty Pharmacy is no longer able to fill your medication, your prescription will be transferred to another pharmacy. You will be informed of this transfer of care.



# Payment Policy

Before your service begins, a staff member will inform you of costs that are not covered by your insurance plan or other sources. These costs include but are not limited to deductibles, copays, co-insurance and annual out-of-pocket limits.

## Insurance Claims

Sanford Specialty Pharmacy will submit claims to your health insurance company when your prescription is filled. If your insurance plan does not cover your prescription, a staff member will notify you. We can assist you in resolving any issues.

We will notify you if we are an out-of-network pharmacy and of the cost differences. We will provide the cash price of your medication upon request. We will also provide this information if there is a change in your insurance plan.

## Copayments

You may be required to pay part of your medication cost, called a copayment. If you have a copayment, it must be paid at the time of shipping or pickup. We accept major credit cards and can store your credit card number safely.

## Financial Assistance

If you are unable to pay for your medication, Sanford Specialty Pharmacy will help you find support for copayments. This may include copay cards from drug companies or disease foundation grants. We can help you enroll in these programs.

# Patient Safety

## Adverse Drug Reactions

If you are experiencing adverse effects (side effects) to your medication, please contact your doctor or Sanford Specialty Pharmacy as soon as possible.

## Medication Safety

The following tips can help prevent an accidental medication-related injury:

- Follow manufacturer storage guidelines and keep in a safe place.
- If children are in the home, store medications and poisons in childproof containers and out of reach.
- All medications should be labeled clearly and left in their original containers.
- Never share or take medication that was prescribed for someone else.
- When taking or giving medication, read the label and measure doses carefully.
- Keep an up-to-date list of all your medications and supplies.
- Know the side effects of your medication.
- Discard outdated medications immediately.

## Proper Disposal of Unused Medications

For instructions on how to properly dispose of unused medications, contact your local waste collection service or Sanford Specialty Pharmacy. You can also refer to the FDA website for additional information:

**[fda.gov/consumers/consumer-updates/where-and-how-dispose-unused-medicines](https://www.fda.gov/consumers/consumer-updates/where-and-how-dispose-unused-medicines)**

## Proper Disposal of Sharps

Place all needles, syringes and other sharp objects into a sharps container. This will be provided to you by Sanford Specialty Pharmacy if you are prescribed an injectable medication.

## Handwashing

The most important step to prevent the spread of germs and infections is handwashing. Always wash your hands:

- Before eating.
- After touching any blood or body fluids.
- After using the bathroom.
- After touching bedpans, dressings or other soiled items.
- Frequently, when you are coughing, sneezing or blowing your nose.

**Here is how you should clean your hands with soap and water:**

- Wet your hands and wrists with warm water.
- Use soap. Work up a good lather and rub hard for 15 seconds or longer.
- Rinse your hands well.
- Dry your hands well.
- Use a clean paper towel to turn off the water. Throw the paper towel away.

**Here is how you should clean your hands with hand sanitizers (waterless hand cleaners):**

- For gel, use one application.
- For foam, use a golf-ball size amount.
- Apply sanitizer to the palm of your hand.
- Rub your hands together. Cover all surfaces of your hands and fingers until they are dry.

## Drug Recalls

If your medication is recalled, Sanford Specialty Pharmacy will contact you with further instructions as directed by the FDA or drug manufacturer.

## **Emergency and Disaster Information**

Sanford Specialty Pharmacy has an emergency preparedness plan so we can continue to provide your medications to you in the event of an emergency or disaster. Disasters may include a fire in a facility, chemical spills in the community, snowstorms, tornadoes and community evacuations.

When there is a threat of disaster or severe weather in the local area, Sanford Specialty Pharmacy will attempt to contact you three to five days before the occurrence to arrange delivery, if possible.

If you reside outside of the Minnesota/North Dakota/South Dakota area and there is a threat of disaster or severe weather, it is your responsibility to contact Sanford Specialty Pharmacy three to five days before the occurrence, if possible. This will ensure you do not run out of medication.

If you have a personal or family emergency and you need your medication, please contact the Sanford Specialty Pharmacy for assistance.

Sanford Specialty Pharmacy will use every resource available to continue to serve you. If we cannot get your medication to you due to an emergency or disaster, we will transfer your medication to a local specialty pharmacy if able. There may be times when Sanford Specialty Pharmacy cannot meet your needs due to the scope of the disaster. 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 obtaining medication. If you will miss a dose, visit your local hospital immediately.

Sanford Specialty Pharmacy recommends all patients leave a secondary phone number for emergency contact.

## Concerns or Suspected Errors

Patients and caregivers have the right to voice complaints and recommendations about services provided by Sanford Specialty Pharmacy. If you have any issues with your medication or our service, please contact Sanford Specialty Pharmacy directly and speak to one of the staff members. Patients and caregivers can do so by phone, fax, writing or email. Your concern will be addressed within 30 business days.

If you feel Sanford Specialty Pharmacy is not able to answer your concern, you may contact the following agencies.

### **North Dakota**

#### **State Board of Pharmacy**

*[nodakpharmacy.com](http://nodakpharmacy.com)*

(701) 328-9535

[mhardy@ndboard.pharmacy](mailto:mhardy@ndboard.pharmacy)

### **South Dakota**

#### **State Board of Pharmacy**

*[doh.sd.gov/boards/pharmacy](http://doh.sd.gov/boards/pharmacy)*

(605) 362-2737

### **Arizona**

#### **State Board of Pharmacy**

*[pharmacy.az.gov](http://pharmacy.az.gov)*

(602) 771-2727

### **Minnesota**

#### **State Board of Pharmacy**

*[mn.gov/boards/pharmacy](http://mn.gov/boards/pharmacy)*

(651) 201-2825

[pharmacy.board@state.mn.us](mailto:pharmacy.board@state.mn.us)

### **Iowa**

#### **Board of Pharmacy**

*[pharmacy.iowa.gov](http://pharmacy.iowa.gov)*

(515) 281-5944

### **Wisconsin**

#### **Board of Pharmacy**

*[dsps.wi.gov/pages/](http://dsps.wi.gov/pages/BoardsCouncils/Pharmacy/Default.aspx)*

*[BoardsCouncils/Pharmacy/Default.aspx](http://BoardsCouncils/Pharmacy/Default.aspx)*

(608) 266-2112

[dsps@wisconsin.gov](mailto:dsps@wisconsin.gov)

### **Florida**

#### **Board of Pharmacy**

*[floridaspharmacy.gov](http://floridaspharmacy.gov)*

(850) 245-4474

[MQA.Pharmacy@flhealth.gov](mailto:MQA.Pharmacy@flhealth.gov)

### **ACHC Complaint**

*[achc.org/contact](http://achc.org/contact)*

(855) 937-2242

### **URAC Complaint**

*[urac.org/contact/file-a-grievance](http://urac.org/contact/file-a-grievance)*

(202) 216-9010

[grievances@urac.org](mailto:grievances@urac.org)



Expires: 06/01/2028



Sanford Specialty Pharmacy is an accredited specialty pharmacy by both URAC and ACHC.

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Fargo, ND 58102  
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