

## CANDIDATES

Who can receive prescriptions?

Adult and pediatric patients from any clinic who need a specialty medication may receive prescriptions from the specialty pharmacy.

Visit [www.multicare.org/specialtyRX](http://www.multicare.org/specialtyRX) to view the full list of medications available through the specialty pharmacy.

## WORK-UP

What is required?

Updated progress notes, including relevant details like diagnosis date, contraindications to other therapies and past tried-and-failed treatments, are required.

If a patient's record is not in Epic, please fax chart notes and relevant labs and imaging documentation to 253-864-4086.

## LOCATION

Site from where the medication will be dispensed.

### Tacoma General Hospital ED Pharmacy

315 Martin Luther King Jr. Way | Tacoma, WA 98405

Phone: 253-403-8326 | Monday-Friday: 8am-6pm

### Mary Bridge Retail Clinic Pharmacy

311 South L St. | Tacoma, WA 98405

Phone: 253-403-9118 | Monday-Friday: 8am-6pm

### MultiCare Rockwood Clinic Pharmacy

400 E. Fifth Ave. | Spokane, WA 99202

Phone: 253-403-8326 | Monday-Friday: 8:30am-5pm

## SCOPE

For which conditions do we dispense specialty medications?

Our specialty pharmacies support prescriptions for the following specialties and conditions. Please call the pharmacy with questions or reference the medication list at [www.multicare.org/specialtyRX](http://www.multicare.org/specialtyRX).

- Behavioral health
- Cardiology
- Dermatology
- Endocrinology
- Fertility
- Gastroenterology
- Genetics
- Hematology
- Hepatitis
- HIV
- Migraine
- Multiple sclerosis
- Neurology
- Oncology
- Ophthalmology
- Pediatric specialties
- Pulmonology
- Rheumatology
- And many more...

## COLLABORATION

How will we coordinate care for the patient?

Our team uses the Epic electronic health record (EHR).

- For clinics using Epic, all notes related to the fill will be charted in an ongoing telephone encounter in the patient's chart
- For clinics outside of Epic, your clinic will be contacted by phone for any assistance needed in coordinating your patient's fill

Our pharmacy may be contacted at 253-403-8326 with any questions.

## PRESCRIBE

How do I submit a prescription?

### To submit a prescription:

- Epic users: Send prescriptions to the MultiCare specialty pharmacy location that is most appropriate for the patient
- For those without Epic: Please send e-prescriptions to the appropriate pharmacy and fax chart notes to 253-864-4086 (call 253-403-8326 for assistance)

### Processing and delivery:

- Most insurance plans are accepted; however, detailed prior authorization is required for nearly all specialty medications
- Patients can choose to receive medications via in-pharmacy pickup, home courier delivery (within a 40-mile radius of the pharmacy) or overnight shipment

## PATIENT BENEFITS

- Specialty formulations for complex and chronic disease treatments, such as cancer and autoimmune disorders
- Insurance navigation to reduce the burden on patients so they get their medications sooner
- Copay assistance resources to reduce out-of-pocket costs for eligible patients
- Proactive refill management calls to ensure patients don't have gaps in treatment
- A friendly and knowledgeable team dedicated to coordinating your medication therapies
- Free home delivery, including cold chain logistics

## PROVIDER BENEFITS

- Pharmacy team completes prior authorization work on your behalf to free up your time for patient care
- Authorization denials appealed on your behalf using patient history and progress notes
- Average turnaround time to fill prescriptions is 4.2 days, well below the 7-10 day national average
- Medication adherence of > 94 percent, compared to the national average of 66 percent due to proactive refill management services

