

## Prescribing Tips

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| <p><b>Candidates</b><br/>Who can receive prescriptions?</p>                      | <p>Adult and pediatric patients from any clinic who need a specialty medication may receive prescriptions from the specialty pharmacy.</p> <p>Most insurance plans are accepted. If the insurance company requires the fill take place at a non-MultiCare site, the specialty pharmacy team will ensure the prescription gets to the correct pharmacy.</p> <p>Call 253-403-8326 to determine if the medication can be dispensed through MultiCare's specialty pharmacy.</p> |
| <p><b>Prescribe</b><br/>How do I submit a prescription?</p>                      | <ul style="list-style-type: none"> <li>• Epic users: Submit prescription to MultiCare TG Retail/Specialty Phcy via Epic and pharmacy staff will access relevant information within the electronic health record.</li> <li>• For those without Epic: Send e-prescription to MultiCare TG Retail/Specialty Phcy and fax chart notes, relevant labs and imaging, contraindications, and tried-and-failed treatments to 253-864-4086.</li> </ul>                                |
| <p><b>Location</b><br/>Site where the medication will be dispensed from.</p>     | <p><b>MultiCare Tacoma General Hospital<br/>Emergency Department Pharmacy</b><br/>315 Martin Luther King Jr. Way<br/>Tacoma, WA 98405<br/>Phone: 253-403-8326<br/>Fax: 253-864-4086</p> <p>Patients may contact the pharmacy to have medications delivered or arrange for in-person pickup at any MultiCare pharmacy.</p>                                                                                                                                                   |
| <p><b>Scope</b><br/>Which type of conditions do we dispense medications for?</p> | <ul style="list-style-type: none"> <li>• Behavioral health</li> <li>• Cardiology</li> <li>• Dermatology</li> <li>• Endocrinology</li> <li>• Gastroenterology</li> <li>• Genetics</li> <li>• Hematology</li> <li>• Hepatitis</li> <li>• Migraine</li> <li>• Multiple sclerosis</li> <li>• Neurology</li> <li>• Oncology</li> <li>• Ophthalmology</li> <li>• Pediatric specialties</li> <li>• Pulmonology</li> <li>• Rheumatology</li> <li>• And more</li> </ul>              |
| <p><b>Collaboration</b><br/>How will we coordinate care for the patient?</p>     | <p>Our team uses the Epic electronic health record (EHR).</p> <ul style="list-style-type: none"> <li>• For clinics using Epic, please review pharmacy telephone encounters for notes from the Specialty Pharmacy.</li> <li>• For clinics outside Epic, your clinic will be contacted by phone for any assistance needed in coordinating your patient's fill.</li> </ul> <p>Questions? Contact the pharmacy at 253-403-8326.</p>                                             |



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| <b>Patient benefits</b>  | <ul style="list-style-type: none"><li>• Focus on specialty medications used to treat complex and often chronic health conditions, such as multiple sclerosis or cancer</li><li>• Help navigating insurance prior authorization and enrolling in available copay assistance programs</li><li>• Proactive refill calls to ensure patients don't have gaps in treatment</li><li>• Friendly and knowledgeable team dedicated to providing an exceptional experience</li><li>• Free home delivery</li><li>• MyChart users can request refills, view prescription instructions and receive pick-up notifications</li></ul> |
| <b>Provider benefits</b> | <ul style="list-style-type: none"><li>• Pharmacy team completes prior authorization work on your behalf to free up your time for patient care</li><li>• Authorization denials appealed on your behalf using patient history and progress notes</li><li>• Pharmacy team monitors patient adherence to medication regimen and helps remove barriers to taking prescriptions</li><li>• Your office will be kept informed of patient concerns</li><li>• Average turnaround time to fill specialty prescriptions is well below national average</li></ul>                                                                 |