

# **UNM Truman Health Services Specialty Pharmacy**

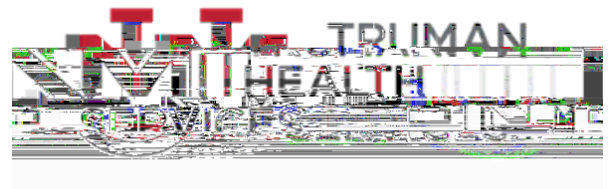


**801 Encino Place NE  
Albuquerque, NM 87102**

**Truman Clinic: 505-272-1312**

**THS Specialty Pharmacy: 505-925-0996**

**HIV/HEP C Testing: 505-925-7286**





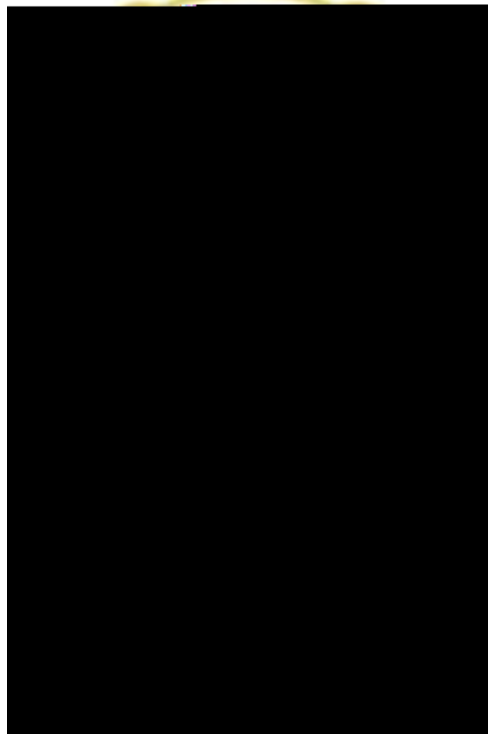
# Our Mission:

H

N

NG

N



**Dear Patient,**  
**Welcome to UNMTHS Specialty Pharmacy:**

Enclosed is your patient Welcome packet containing important information regarding UNM Tru



# What Can We Do For You at UNMTHS Specialty



## **How is my medication best taken?**

Take the medication as ordered by your provider. Read all the information your provider gives you and follow all instructions closely. If you have any questions about how to take your medications, you can contact the UNMTHS Specialty Pharmacy and speak with your specialty pharmacist.

## **What do I do if I miss a dose?**

Call your specialty pharmacist or provider to find out what to do.

## **How do I store my Medication(s)?**

You can usually find storage instructions on the drug monograph that comes with your medicine. If you have questions about how to store your medication(s), talk with your specialty pharmacist. Follow storage directions closely.

Keep all medication

**Wh**





- **Your name**
- **Your date of birth**
- **Your medical record number**
- **The name and strength of the medicine you:**
  - **need refilled**
  - **have questions about**
- **A good contact number**









## **R**      **D**      **S**      **M**

Our pharmacy's Interactive Voice Response (IVR) system and our staff will call you before you are due for your next refill. If you are not contacted within five days of running out of medication, please call UNMTHS Specialty Pharmacy. We will also take this opportunity to talk with you about your compliance to the prescribed therapy, side effects, changes in your medical condition and/or regimen, set up a pickup or delivery date, and confirm a delivery address should you need a delivery.

You can pick up your medications at UNMTHS Specialty Pharmacy located at  Encino Pl NE Suite B Albuquerque NM  or you can have them delivered to your home, place of work, or doctor's office. We will call you to set up a delivery date and time to make sure someone is home to receive the package.

Schedule II medications will require a signature. A pharmacy staff member will inform you if a signature is required. If your medication needs to be refrigerated, we will ship it in a special packaging that keeps it at the right temperature as it is being shipped. If the package looks damaged or is not in the correct temperature range, please notify us within 24 hours.

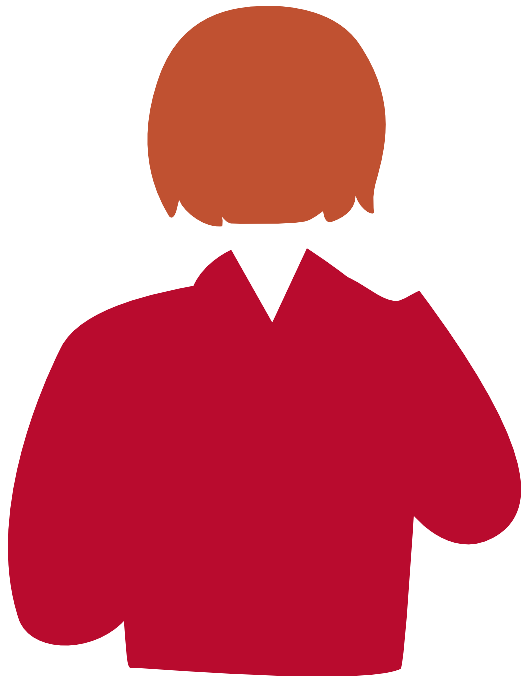
Please open your order and review the contents immediately after you receive them to ensure your order is correct and complete. We encourage you to store your medication in the proper way as soon as possible.

**UNMTHS S**

**P**

## **Can I return medicine**

**<https://www.fda.gov/forconsumers/consumerupdates/ucm101653.htm>**





# Privacy

The Health Sciences Privacy Office works to make sure healthcare providers and pharmacy staff are aware of privacy issues. The Federal Government requires us to protect each patient's private health information. We handle confidential records appropriately, as required by the government.

## **The Federal health Insurance Portability and Accountability Act of 1996 (HIPAA)**

Protects the privacy and confidentiality of a person's health information.

## **Disclosure of Protected Health Information (PHI)**

A person's health information generally cannot be used or shared unless that person gives written authorization or permission beforehand.

### **Examples**

Prior Written Authorization to Employer- The person (individual) may request that a copy of their PHI or health records be sent to their employer. The person must provide written permission before the records can be sent.

Prior Written Authorization to Interview- The person would like a third party, someone who is not a treatment provider, to interview their treatment provider. The person must provide written permission before the discussion that allows the treatment provider to discuss the person's treatment PHI with the third party.

# Breach of Protected Health Information

## Examples

S                    H     R     M

PHI

E                    L                    A

PHI

T

PHI

               C                    D     B

PHI

T

PHI

• a a a  
a a a a



- Have a family member, representative, or physician notified when you are admitted to the hospital.
- Know the members of your healthcare team providing you care.
- Refuse treatment to the extent permitted by law, and be told what effect this may have on your health.
- Get information you can understand about what is thought to be wrong with you, and the risks, benefits, prognosis, and choices of treatment in orde

**As**



•



