

GUNDERSEN
HEALTH SYSTEM

Specialty Pharmacy

Do you take special medicine for a complex health condition? We can provide the skilled, personalized support you need. Whether you inject, inhale or swallow your medicine, there is no charge for this custom service. We are prepared and trained to help you safely manage your condition and medicine.

Gundersen Specialty Pharmacy can dispense medicines not offered through normal distribution due to:

- High cost
- Their use in treatment of rare health conditions
- Required special handling and storage
- Extra care, teaching or monitoring needed by patients taking specialty medicines

A team you know and trust

We can easily connect and consult with all Gundersen Health System providers. By working with your care team, our staff will make sure you get correct medicine when you need it in the most cost-effective way.

Count on us to:

- Help you obtain prior authorization(s) as needed.
- Find financial assistance programs.
- Provide the information you need to take your medicine(s) the right way.
- Help you stay on track with your medicine and avoid delayed or missed doses.
- Help you manage side effects and symptoms.
- Answer questions about your medicine or condition.
- Inform you about insurance coverage limits for your medicine.
- Talk with you and your provider if a substitution is needed.
- Advise you promptly of recalls, delays or disasters that might affect your order.
- Work with you to find a source for your specialty medicine if we cannot fill your prescription.
- Help you transfer your prescription to some other pharmacy as needed.
- Keep you up to date on new information, precautions and other changes.

Gundersen Specialty Pharmacy will contact you to:

- Track your progress.
- Arrange delivery of your specialty medicine and supplies.
- Order refills of your specialty medicine before each refill due date.
- Review all medicines you take monthly or based on therapy guidelines.

The limits of this program depend upon you, the patient.

You must be willing to:

- Follow the directions of your provider and pharmacist.
- Take your medicines as directed.
- Talk with your pharmacist about your disease, health history and current health practices.
- If you are not satisfied with any part of our service or choose to use our complaint process, you may request a copy of the Gundersen Health System Patient Rights and Responsibilities brochure. To speak with a patient representative, please call (608) 775-7676 or (800) 362-9567, ext. 57676. To opt out of Gundersen Specialty Pharmacy, call (608) 775-5560.

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Call one of the numbers below if:

- Your insurance changes in any way.
- You have a new allergy.
- There is a change in your specialty medicine or any other medicine you take.
- You have a concern or suspected issue with your medication.
- You need a specialty medicine refill before the refill due date.
  - It may take a few days to order and prepare your refill. If you can, request your refill at least 2 business days before you need it.

Call to transfer your prescription or ask for more information

Our Specialty Pharmacy staff can assist you 24 hours a day, 365 days a year. Call (608) 775-5560 or toll-free (877) 208-1096. A pharmacist is always on call.

To arrange free delivery or pick up your medicine in person

Pharmacy staff will help you arrange monthly overnight delivery at no cost in Wisconsin, Minnesota, Illinois, Iowa, Arizona and Florida. Shipping is tracked to make sure your medicine safely arrives at the address you provide. If you prefer, arrange to pick up your medicine and speak with a pharmacist at any of these locations:

Gundersen Pharmacy - La Crosse Clinic, Level 1

(608) 775-5595 or (800) 362-9567, ext. 55595
1836 South Ave., La Crosse, WI 54601
7 a.m. to 8 p.m. Monday through Friday
8 a.m. to 4:30 p.m. Saturday and Sunday

Gundersen Pharmacy - East Building, Level 1

(608) 775-1000 or (800) 362-9567, ext. 51000
724 Denton St., La Crosse, WI 54601
8:30 a.m. to 5 p.m. Monday through Friday

Gundersen Pharmacy - Onalaska Clinic, Level 1

(608) 775-8699 or (800) 362-9567, ext. 58699
3111 Gundersen Drive, Onalaska, WI 54650
7 a.m. to 10 p.m. Sunday through Saturday

Gundersen Specialty Pharmacy patient rights and responsibilities

You have certain rights and responsibilities when you participate in this patient management program. As a patient or as a parent or guardian of a minor patient —

You have the right to:

- Know how the Gundersen Specialty Pharmacy program works.
- Have personal health information shared with the program only as required by state and federal law.
- Obtain program staff members' name and job title.
- Speak with a staff member's supervisor if you ask.
- Speak to a health professional.
- Receive information about the Patient Management Program.
- Be told about changes in or termination of Gundersen Specialty Pharmacy.
- Decline to take part in, cancel consent, or leave this program at any time.
- Voice concerns and complaints. You can inform us of your comments or concerns by sharing with the staff involved or the manager in charge either by phone or in person. Gundersen Specialty Pharmacy is an accredited specialty pharmacy. You may also contact the Accreditation Commission for Healthcare (ACHC) by calling 855-937-2242 or by visiting www.ACHC.org

You have the responsibility to:

- Turn in all forms needed to take part in the program as required by law.
- Give correct clinical and contact information. Update program staff if, and when, there are any changes.
- Tell your provider you are taking part in Gundersen Specialty Pharmacy if he or she is not a Gundersen Health System staff member.

Participation in Gundersen Specialty Pharmacy does not take the place of follow up with your other healthcare providers.

Gundersen Specialty Pharmacy

(608) 775-5560 or toll-free (877) 208-1096
gundersenhealth.org/services/pharmacy/specialty-pharmacy-service/

More resources

Gundersen Telephone Nurse Advisor

(608) 775-4454 or toll-free (800) 858-1050
Call when you are not sure how to handle an illness or injury or need health information on a specific topic. If you have a medical emergency, call 9-1-1 or go to an emergency room right away.

Purpose statement

Gundersen Specialty Pharmacy will inspire your best life by relentlessly caring and innovating. We commit to a future of healthy people and thriving communities through the provision of a clinical pharmacy service for those taking specialty medications.

GUNDERSEN HEALTH SYSTEM®
1900 South Avenue, La Crosse, WI 54601
(608) 782-7300 or (800) 362-9567
gundersenhealth.org
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