

Hours of Operation:
Monday-Friday
8:30 AM – 5:00 PM



217-771-1437

521 E. First St.
Suite B
Gibson City, IL 60936



*A licensed pharmacist is available by
phone 24 hours a day, 7 days a week,
for emergency pharmacy questions.*

Welcome Kit

Welcome to Gibson Specialty Pharmacy and thank you for allowing us the opportunity to serve your specialty pharmacy needs. Our skilled pharmacists and technicians will work with your health care provider to get your medications to you on time and with the highest level of personalized care.

Please read this guide for important information about what we do and how we work. It will help answer some of the questions you may have. If you need any help, please call us at 217-771-1437 and one of our team members will be glad to assist you!

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What is Specialty Medicine?

Specialty medicines are used to treat complicated, long-term health problems. These medications will often have special instructions or need to be stored in a certain way. Often these medications are not available at your local pharmacy. Our pharmacy staff is here to serve your needs and make receiving your specialty medications a smooth process.



A licensed pharmacist is available by phone 24 hours a day, 7 days a week, for emergency pharmacy questions.

How Can Specialty Pharmacy Help Me?

When taking a specialty medicine, you may need extra support for check-ups, medicine advice, and assistance with your insurance. Our specially trained pharmacy staff will provide you with the extra support to ensure the medicines are working for you through our therapy management program. Your willingness to take your medication as prescribed and to follow our pharmacist's recommendation is important and will help determine your success in our therapy management program.

Our pharmacy staff will help you get your medicines and refills. Our pharmacy will fill your prescriptions and then you can pick them up or have them shipped to your home. Our pharmacists are experts in many areas including dermatology, rheumatology, and neurology. You have the right to stop participating in the therapy management program at any time and may tell any pharmacy staff member when you wish to stop.

The therapy management program services are not meant to replace your regular doctor follow up. Please keep all of your scheduled appointments.

What Can We Do for You at the Specialty Pharmacy?

Our goal is to give you the best pharmacy experience possible.

- We work together with your specialty care providers to ensure you have the best long-term care.
- We can deliver your medicine straight to your home.
- You can pick up your prescription if you live near our pharmacy in Gibson City, IL.
- We answer questions about the status of your prescription.
- We can help you sign up for patient assistance programs.
- We will follow up with you on your medication often.
- We will teach you how to give yourself shots or how to properly take your medicine.
- We will prepare you for possible side effects and drug interactions (when one medication affects how well another medicine is working).
- We will help you prevent missing a dose.
- We will explain how we check to see if your medicine is working and what the results mean.
- You can call us 24 hours a day, 7 days a week (including holidays and weekends) and talk to a specially trained staff member.



Prescription Management

How Do I Get Started?

- Your medical provider will send your prescription to Gibson Specialty Pharmacy. Our staff will work on getting special approval through your insurance called a prior authorization. Insurances usually take 48 to 72 hours to review the prior authorization. Our pharmacy team will work with your specialty clinic, and can talk directly to your doctors, nurses, and other health care providers. We will help coordinate your care to make sure you get your medicine as soon as possible. If you have any questions, call us.

Refilling Medicines

- Our specialty pharmacy technicians will call you before you are due for your next refill(s). Our staff will refill the medicine(s) and schedule a delivery with you or you can pick up your medication at Gibson Specialty Pharmacy. If you have any questions about your refills, call us.

If you leave a message for us regarding your refill please include this information:

- Your Name
- Date of Birth
- Prescription Number
- Name and strength of the medicine that you need refilled or have a question about.

What Happens if the Gibson Specialty Pharmacy Does Not Have My Medicine?

- If our pharmacy does not have your medication one of our specialty pharmacists will send your prescription to a pharmacy that has your medicine. Sometimes, our pharmacy may have to give you a generic medicine instead of a brand name.
- This may occur because your insurance company prefers the generic medication. Often the generic medication will have a lower cost.
- Please call Gibson Specialty Pharmacy if you need to transfer your prescription to another pharmacy so that our staff can begin the process.

Will Gibson Specialty Pharmacy Fill All of My Medications?

- In order to provide you with the best possible care, Gibson Specialty Pharmacy will only fill your specialty medications. For your convenience, Gibson Family Pharmacy is located in the same building and will be happy to help you with your other prescription and over the counter medication needs. Gibson Family Pharmacy can be contacted at 217-784-8545. You may also continue to fill your other prescription medications at any pharmacy of your choosing.



Prescription Management Continued

How Will I Know What the Status is of My Prescription?

- Gibson Specialty Pharmacy team members will keep you updated on when your medication is approved through insurance and provide you with shipping updates.
- If there is a delay in your delivery our specialty pharmacy staff will contact you with this information. If you do not receive your medicine in time, please call the pharmacy. This way your treatment is not interrupted.

Delivering & Storing Medicine

- You can pick up your medicine at Gibson Specialty Pharmacy (located at 521 E First St. Suite B, Gibson City, IL 60936), or you can have your medication delivered to your home. We will call you to set up a delivery date and time to make sure someone is home to get the package. We cannot ship to a PO BOX. **We must get a signature for nearly all medicine deliveries.**
- If your medication needs to be refrigerated, we will ship it in special packaging that keeps it at the right temperature during shipping. Once you receive your package, take the medicine out of the box and put it in the fridge.
- If you miss a delivery, please contact Gibson Specialty Pharmacy.

What Should I Do If I Have a Side Effect or a Bad Reaction to My Medicine?

- If you are having a serious reaction, go to your nearest emergency room or call 911 right away and tell them information about the medicine(s) you are on.
- If you have a side effect that is not an emergency, call one of our specialty pharmacists.

Medicine Return Policy

- You cannot return medicine to the pharmacy. (Illinois Pharmacy Practice Act, Ill. Admin. Code tit. 68, 1330.750: Once a dispensed drug is removed from the premises by a patient or the patient's agent, that drug shall not be accepted for return or exchange by a pharmacy or pharmacist.) If your medicine is damaged, we will arrange a return and reship the medicine.

How Do I Get Rid Of Any Extra Specialty Medications I Did Not Use?

- If you aren't sure how to get rid of unused specialty medicines, call our specialty pharmacy staff for directions. Do not flush medication or dump them down the drain. If appropriate medications may be disposed of in the green Safe Drug Disposal Bin at Gibson Family Pharmacy or the Gibson Area Hospital.
- If you give yourself injections, put all needles, syringes, and other sharp objects into a sharps container.
- For more information on sharps disposal contact the Ford County Public Health Department: 217-379-9281 or info@fordcountyphd.org

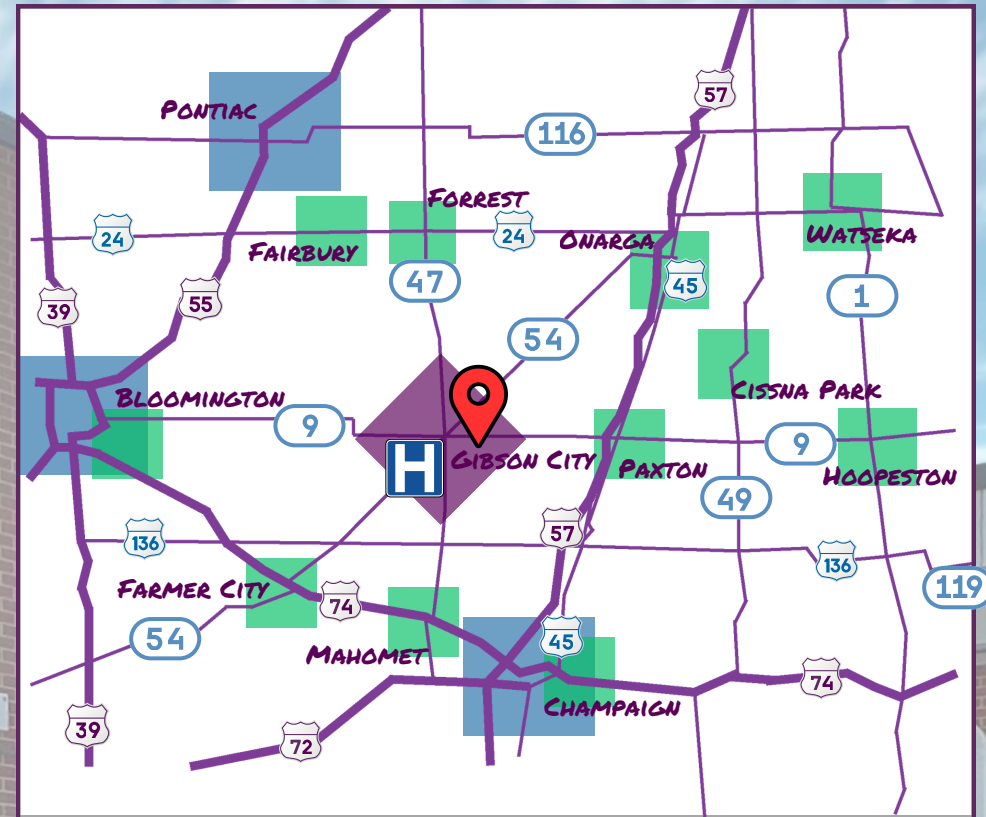
Financial Information

Insurance, Co-Pays and Financial Assistance

- If your insurance does not approve the first prior authorization, our staff will work with your provider. They will try to get your medication approved by insurance or work with your provider to find an alternative medication that insurance will cover. If the insurance still does not approve your medicine, a staff member will contact you and work with you to resolve the issue. You may request the cash price, or price without insurance, of your medication at any time.
- Specialty pharmacy staff members will let you know how much you will have to pay for your medication. You may have to pay these costs: deductibles, co-pays, co-insurance, and yearly out-of-pocket limits. Whether Gibson Specialty Pharmacy is in network or out of network with your insurance may affect the cost of your medication. To determine if Gibson Specialty Pharmacy is in network you will need to contact your insurance company at the member services number found on your insurance card.
- Specialty pharmacy staff can find discount programs such as copay coupons from drug companies or other programs through disease foundations. We will help you get enrolled in these programs.

For information related to claims please contact the pharmacy at 217-771-1437

GAHHS Service Area



Privacy & Rights

Patient Bill of Rights and Responsibilities

You have the right to...

- Be fully informed in advance about care/service to be provided, including the disciplines that furnish care and the frequency of visits, as well as any modifications to the plan of care.
- Be informed, in advance of care/service being provided and their financial responsibility
- Receive information about the scope of services that the organization will provide and specific limitations on those services
- Participate in the development and periodic revision of the plan of care
- Refuse care or treatment after the consequences of refusing care or treatment are fully presented
- Be informed of client/patient rights under state law to formulate an Advanced Directive, if applicable
- Have one's property and person treated with respect, consideration, and recognition of client/patient dignity and individuality
- Be able to identify visiting personnel members through proper identification
- Be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of client/patient property

- Voice grievances/complaints regarding treatment or care or lack of respect of property, or recommend changes in policy, personnel, or care/service without restraint, interference, coercion, discrimination, or reprisal
- Have grievances/complaints regarding treatment or care that is (or fails to be) furnished, or lack of respect of property investigated
- Confidentiality and privacy of all information contained in the client/patient record and of Protected Health Information (PHI)
- Be advised on the agency's policies and procedures regarding the disclosure of clinical records
- Choose a healthcare provider, including an attending physician, if applicable
- Receive appropriate care without discrimination in accordance with physician's orders, if applicable
- Be informed of any financial benefits when referred to an organization
- Be fully informed of one's responsibilities

Patient Responsibilities

- Patient notifies the organization of any concerns about the care or services provided
- Patient submits forms that are necessary to receive services
- Give accurate clinical, insurance, and contact information and notify the pharmacy of any changes
- Notify their provider(s) of their participation in the pharmacy's specialty program

Safety, Complaints & Emergencies

Emergency and Disaster Information

- If there is a disaster in our area, our specialty pharmacy team will call you to plan the delivery of your medicine. If there is a disaster in your area, please call our specialty pharmacy team to plan the delivery of your medication. You are also welcome to pick up your medicine at Gibson Specialty Pharmacy to ensure that your treatment is not interrupted. Be sure to let us know when you return home so that we can update any address changes.

Patient Safety-Frequently Asked Questions:

- How is My Medicine Best Taken?
 - Take your medicine as directed by your doctor. Read all information given to you by your doctor and follow the instructions closely. If you have any questions about how to take your medication call Gibson Specialty Pharmacy and speak with a specialty pharmacist.
- What Do I Do if I Miss a Dose?
 - Call your specialty pharmacist or doctor to find out what to do.
- How Do I Store My Medicine?
 - Storage instructions can often be found in the package insert that comes with your medicine. If you have questions after reviewing this material, contact your specialty pharmacist. Follow storage directions closely.
 - Keep all medications in a safe place, out of the reach of children and pets.

What if My Medicine is Recalled?

- If there is medication recall, Gibson Specialty Pharmacy will call you directly and inform you what to do.

What Should I Expect When Taking Medicine (Including Side Effects)?

- You can call the Gibson Specialty Pharmacy to speak with our pharmacist about side effects. They can talk directly to your doctors, nurses, and other healthcare providers to help you with your concerns. The specialty pharmacy also gives out patient education guides to help you understand the side effects of your medication.

How Do I Report a Suspected Medication Issue?

- Please call Gibson Specialty Pharmacy and speak with one of our pharmacists.

Patient Concerns, Complaints, and Questions

- Please contact Gibson Specialty Pharmacy and ask to speak with one of our pharmacists to report any concerns, complaints or ask questions about your care.

Visit [redcross.org](https://www.redcross.org) for information on how to prepare for an emergency or natural disaster

How Do I Request an Interpreter?

Gibson Specialty Pharmacy provides free professional interpreters to help you and your care team communicate with each other. Once you ask for an interpreter, our staff will have the interpreter join the call.

Integrity Matters. Do the Right Thing, Speak Up!

Violations of HIPAA & Compliance should be reported to one (or more) of the following:

- Online Anonymous Reporting Website
 - <http://gibsonhospital.ethicspoint.com>
- Anonymous Compliance Helpline – available 24 hours a day, 7 days per week
 - 844.992.4865
- Jessica Delost – Chief Compliance & Legal Officer
 - 217-784-4578
 - jessica_delost@gibsonhospital.org
- Matt Brown – HIPAA Security Officer
 - 217-784-2248
 - matt_brown@gibsonhospital.org

***Scan the QR Code to visit the GAHHS Notice of
Privacy Practices***



File a complaint for any issues – like care or access – that you haven't been able to resolve with the pharmacist by filling out the Reports,

Questions & Concerns Form found at:

gibsonhospital.org/patients-and-visitors/compliance

Or Scan Below



***Department of Financial and Professional
Regulation***

*Division of Professional Regulation
Complaint Intake Unit*

*555 West Monroe Street, 5th Floor
Chicago, IL 60661*

Email: FPR.CIU@illinois.gov

Phone: 312/814-6910