

Indiana Hemophilia & Thrombosis Center (IHTC) Pharmacy

Pharmacy hours:

- Monday-Friday 8 a.m.- 5 p.m.
- The pharmacy is closed on holidays.
- For urgent needs and medical questions, you can call the IHTC pharmacy staff anytime at 317-829-7778 or 877-633-4639.

Fill a prescription or order a refill

Please order 1 day in advance if you can. If your order will be late, the IHTC pharmacy staff will contact you.

Order medicines if there is an emergency or disaster

During an emergency or disaster, the IHTC pharmacy will contact you to make sure you have what you need. If you have an urgent need, you can call us.

Transfer a prescription to another pharmacy

If you want to use another pharmacy instead of the IHTC pharmacy, we will help you move your prescriptions to the pharmacy you choose.

Get a medicine that the IHTC pharmacy does not have in stock

The IHTC pharmacy staff will be glad to help you find your medicine, even if we do not carry it.

If your medicine is recalled

The IHTC pharmacy staff tracks all the medicines we fill for you. If a prescription we filled was recalled, we will contact you as soon as possible. You can always call us if you have questions or concerns about a medicine.

If you have a bad reaction to a medicine

If you have a severe reaction (such as trouble breathing or chest pain) to a medicine, call 911. Once you have gotten medical care, call the IHTC Pharmacy. If you have a mild reaction (such as a headache or feeling tired) to a medicine, call the IHTC Pharmacy.

Other reasons to call the IHTC Pharmacy:

- Check on a prescription
- Questions about your pharmacy bills or copay
- Information on a prescription substitution
- Directions for what to do if you miss a dose of medicine
- To report a concern or error

Patient Advocacy Support Links

When you have a bleeding disorder, a strong support group is important. In addition to family and friends, talking to other people in the bleeding disorders community can help. For more information, please check the websites below.

- Hemophilia of Indiana (HOII) www.hoii.org
- National Bleeding Disorders Foundation (NBDF) www.bleeding.org
- World Federation of Hemophilia (WFH) www.wfh.org

What to do with medicine you do not need anymore

Some medicine can be thrown away in your trash, but controlled substances cannot. Controlled substance medicines are watched closely by the government because they may be abused or cause addiction. Medicines that are controlled substances should be flushed down the toilet. If you do not know what to do with medicine you do not need, call the IHTC Pharmacy and we will help you.

If you would like to file a complaint or grievance about the service you receive

If you have a complaint about your service from our pharmacy, please call us right away. Ask for Kelly McCarthy or Stevan Mizimakoski. We take all complaints seriously.

- 5 days after you file a complaint:
 - We will contact you to let you know how we have taken care of your complaint.
 - We will contact you if we need more time.
- 14 days after you file a complaint:
 - We will send you a letter with details on how we have taken care of your complaint.

If you do not want to call us, you can call:

- State Department of Health
317-233-1325
- Department of Professional Licensing
317-232-2980
- Accreditation Commission for Health Care (ACHC) 855-937-2242
- Utilization Review Accreditation Commission (URAC) 202-216-9010



8326 Naab Road,
Indianapolis, IN 46260
Tel: 317.871.0000
innovativehematology.org

IHTC Pharmacy and Your Insurance

IHTC Pharmacy supports you with high-quality care. We provide clear information about your treatment and costs. This handout explains how we work with your insurance. **Please tell us right away if your insurance changes.**

Understanding Your Insurance

- We check your insurance coverage and help with approval for medicine.
- We tell you about any costs that your insurance does not cover, like deductibles and copays.

Handling Insurance and Payments

- We bill your insurance directly for your medicine.
- If your insurance rejects a claim, we work to fix it.
- We help you appeal if your insurance will not cover your medicine.

Special Situations

- If we are not covered by your insurance (out-of-network), we find the most affordable way for you to get your medicine.
- We make sure you get your medicine quickly, even if it means moving your prescription to another pharmacy.

Financial Assistance

- Our team helps you find and apply for patient assistance programs.

Thank you for trusting IHTC Pharmacy. We are dedicated to your health and well-being. If you have questions, please contact us at (317) 829-7778 or (877) 633-4639.

Your Rights & Responsibilities

You have the right to quality care in a safe environment.

As a patient, you have the right to:

- Be treated with respect and dignity regardless of:
 - Where you are from
 - Your age, race, ethnicity, sex, gender, sexual orientation, religious beliefs
- Change to a different provider if one is available.
- Expect your information will be kept private. This includes your:
 - Medical records
 - Exams
 - Treatments
 - Any other information about your health
- Give feedback on the care you receive, including when you aren't happy with your care. You can give feedback during business hours or on the website.
- Get care that honors your advance directive or living will as much as possible.

You have the right to be informed about your care.

As a patient, you have the right to:

- Know the name and qualifications of all staff who care for you.
- Know the risks and benefits of treatments, medicines, or other procedures your provider recommends for you.
- Get full information about your diagnosis (or have this information given to a legally authorized person).
- Make informed decisions about your care.
- Get information about the costs of your care.
- Get information about research projects related to your care and decide whether you want to join.
- Know information about:
 - Services that may help you
 - How to contact us in an emergency or after business hours
 - Fees for our services
 - Our payment policies
- Get information about other agencies that may be able to help you, and information about how they can help.

You have the right to receive care and information in a way you can understand.

As a patient, you have the right to:

- Get information in the language you understand best
- Ask questions about your care

You have the responsibility to keep your provider informed.

As a patient, it is your responsibility to:

- Fill out forms with correct and complete information about you, including your insurance and how to contact you.
- Let us know when your information changes.
- Give correct and complete information about your health, including:
 - The medicines you take, including over-the-counter medicines and supplements
 - Your health history
 - Your allergies
- Contact us if you have any concerns about the care we are giving you.
- Follow your treatment plans. If you have questions about your treatment or don't understand information or instructions, tell your provider or a staff member.
- Keep your appointments or call us if you can't make it to an appointment.

You are responsible for doing what you can to take care of yourself.

As a patient, it is your responsibility to:

- Be respectful of our property and staff. You are responsible for your actions.
- Learn about your treatment plans and ask questions if you don't understand.
- Do what you can to be healthy.
- Pay for any charges that your insurance doesn't cover.
- Bring an adult with you who can drive you home from an appointment, if there is a medical reason that you can't drive.

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Services at Innovative Hematology/IHTC

Innovative Hematology/IHTC is your Medical Home and Center of Excellence for treating blood disorders. We provide multidisciplinary comprehensive care to patients with blood disorders in Indiana.

We also provide support, counseling and education to patients' families and other health care professionals. Our team members are available every day.



Our Services

- Medical and Nursing Care
- Social Work and Mental Health
- Physical Therapy
- School and Career Counseling
- Nutrition and Dental Support
- Genetic Counseling
- Child Life Specialist
- Pregnancy Care
- Surgery Preparation
- Pharmacy
- Blood Clot Management Program



Key Programs

- Comprehensive and Community Outreach Clinics
- Specialty Clinics
- Sickle SAFE Newborn Screening and Follow-up Program
- Helping patients move from pediatric to adult care (transition)
- Camp Brave Eagle and Thompson Outpost Leadership Camps for patients with bleeding disorders
- Camp Silver Moon for patients with sickle cell disease
- Delta Dental Insurance Program coordinated with Hemophilia of Indiana for bleeding disorder patients



Contact Us

If you have comments about your experience at Innovative Hematology/IHTC, please contact:

24/7 Access to Care
317.871.0000

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Accreditation Association for Ambulatory Health Care (AAAHC)

5250 Old Orchard Road
Ste. 200
Skokie, IL 60077
Tel: 847.853.6060
info@aaahc.org

Accreditation Commission for Health Care (ACHC)

139 Weston Oaks Ct.
Cary, NC 27513
Tel: 855.937.2242
customerservice@achc.org

Anticoagulation Forum

17 Lincoln Street, Suite 2B
Newton, MA 02461
617.467.5599
info@acforum.org

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Cure HHT
PO Box 329
Monkton, MD 21111
410.357.9932
hhtinfo@curehht.org

National Alliance of Sickle Cell Centers

1129 20TH St NW FL 4TH
Washington, DC 20036
support@sicklecellcenters.org

Utilization Review Accreditation Commission (URAC)

1220 L Street NW
Suite 900
Washington, DC 20005
202-216-9010



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Hand Hygiene

is the #1 way to prevent the spread of infections

Take action and practice hand hygiene often.

- Use soap and water or an alcohol-based hand rub to clean your hands.
- It only takes 15 seconds to practice hand hygiene.

Ask those around you to practice hand hygiene.

- Your doctors and nurses should practice hand hygiene every time they enter your room.
- You and your visitors should clean your hands before eating, after using the restroom, and after touching surfaces in the hospital room.

For more information, please visit www.cdc.gov/handhygiene or call 1-800-CDC-INFO

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