

How do I contact you?

Please call us if you have any questions or concerns concerning order status, copay amount, claims submissions and benefit coverage. If you have any adverse effects to the medication you were given, please contact your prescribing physician or your pharmacist.

Mitchell Cancer Institute Pharmacy

1660 Springhill Ave, Suite 3069

Mobile, AL 36604

Phone: (251) 410-6337

Fax: (251) 410-4955

Or visit us on the web at <https://www.usahealthsystem.com/pharmacy>

When is the Mitchell Cancer Institute Pharmacy Open?

A Mitchell Cancer Institute Pharmacy employee is available to answer any questions you may have.

Hours of operation: Monday- Friday 8 a.m. - 4 p.m.

A pharmacist on call is available 24 hours a day, 7 days a week for any questions/concerns you may have. Pharmacists are available for emergency and clinical situations such as side effects, adverse reactions, suspected errors, medication assistance as well as complaint resolution. They also have access to all pharmacy systems and can answer any questions regarding order, order status, copay status, claims submissions and benefit coverage.

We know managing an ongoing condition or serious illness can be difficult. We also understand your medical condition requires you to have special knowledge and training. The Mitchell Cancer Institute Pharmacy is committed to working with you and your doctors to help you receive quality care.

Our team members will develop and discuss your treatment plan with you. We will answer any questions or concerns you may have. Our patient care team is available 24/7.

We will work with you and all members of your health care team. The Mitchell Cancer Institute Pharmacy will help coordinate your care with your physicians to address any difficulties you may have with your therapy.

Getting your medications and/or supplies quickly and easily is important. Our patient care team will work closely with you during your treatment.

How do I order a new prescription?

Please call us and we will be happy to handle the entire process for you. We will contact your physician to obtain all necessary information. If you have a written prescription, you may walk in and drop it off or mail it to our pharmacy at the above address. Your physician may call in, e-scribe, fax, or mail in a new valid prescription. When a valid prescription is on file, you may call our pharmacy to place your order and set up a shipment during regular business hours. During business hours, you can call the pharmacy to speak with a staff member.

After hours you can follow the prompts to request a refill by leaving a message for the pharmacy staff requesting a medication refill. Please include in your message the medication name, your first and last name, address, date of birth, daytime phone number, and additional requested information per the voicemail recording.

Please note, certain controlled substance medication prescriptions cannot be faxed. The paper copy of these prescriptions must be brought or sent to the pharmacy.

Your prescription may be filled with a generic equivalent substitution based on state law, equivalency rating and in accordance with company policy. Please ask a pharmacist if you have any questions or concerns.

A Mitchell Cancer Institute Pharmacy employee will let you know if the Mitchell Cancer Institute Pharmacy is unable to fulfill the medication request. Suggestions and guidance on where the medication may be available will be given upon request.

How long does it take to receive my prescription?

Our standard processing time at the Mitchell Cancer Institute Pharmacy is less than 24 hours. This does not include delivery time. If the processing time is delayed longer than 24 hours, we will contact you to notify you of your options, so you don't go without your medication.

A Mitchell Cancer Institute Pharmacy employee will immediately let you know if there are any issues that may delay fulfillment such as prior authorizations or quantity limits imposed by your insurance company. The Mitchell Cancer Institute Pharmacy employees will work with you and your physician to try and obtain any prior authorizations completed as quickly as possible. If your insurance company will not allow a quantity override due to unforeseen circumstances, a Mitchell Cancer Institute Pharmacy employee will help determine the best way to get the medication you require.

Medications are sent via FedEx. Priority Overnight is available or required for some medications. Prescriptions are shipped Monday through Thursday for next-day delivery. Medication delivery is a complimentary service at no additional charge to you.

All medications will require your signature for delivery. A Mitchell Cancer Institute Pharmacy staff member will coordinate with you to schedule the most convenient delivery time to ensure your availability to sign for the prescription.

How do I refill my prescription?

The Mitchell Cancer Institute Pharmacy will call to schedule your refill order a week or so before you should run out of medication.

If you run out prior to the Mitchell Cancer Institute Pharmacy contacting you, or you would like to go ahead and order your refill, please contact us. Please have your prescription number(s) available to place your order.

Please let a Mitchell Cancer Institute Pharmacy employee know if you have run out of refills and would like a call to your physician to be made for a new prescription.

Please remember to always inform the Mitchell Cancer Institute Pharmacy and the Patient Management Program of any insurance, address or health changes.

If you need your prescription immediately, please let a Mitchell Cancer Institute Pharmacy employee know so your order can be expedited. If you cannot wait for a shipment, you may ask about having your prescription transferred to a local pharmacy. The prescription can be transferred back to the Mitchell Cancer Institute Pharmacy the next time it is needed.

What do I do if there is a drug recall on my medication?

The Mitchell Cancer Institute Pharmacy follows the drug recall guidelines created by the FDA, drug manufacturers, drug distributors, and/or state and federal regulatory agencies. The Mitchell Cancer Institute Pharmacy will contact you and your prescriber in the event of an FDA Class I recall. For lesser recalls, The Mitchell Cancer Institute Pharmacy will contact your prescriber or your health plan.

How much will my prescription cost?

Prescription costs will vary depending on your insurance. Because drug pricing can change daily, a final determination of your copay cost cannot be made until your claim is processed. You may also call the Member Services phone number on your prescription insurance card to get the most current information.

If you are unable to afford the out-of-pocket cost for your prescription, the Mitchell Cancer Institute Pharmacy will work to identify co-pay card assistance, patient assistance programs, or other support and/or charitable organizations.

The cost may also vary depending on the quantity of the medication. Your prescription will be filled for medication that the physician prescribes. Please be sure to advise your physician to prescribe for the maximum amount/day supply allowable by your insurance coverage (Days allowed may vary by plan).

If you have Medicare Part D drug coverage, the cost of your prescription will change significantly as you meet your deductible and initial copay, progress through the "donut hole" and reach total out-of-pocket expense. Patient Care Coordinators can assist you in determining and understanding your options. Visit our website to learn more about these services.

How can I pay for my prescription order?

The Mitchell Cancer Institute Pharmacy accepts all major credit cards, check, cash, or money orders. If you are mailing payment, please do not mail cash.

What if the Mitchell Cancer Institute Pharmacy is out of network with your insurance?

If your insurance company considers the Mitchell Cancer Institute Pharmacy an out-of-network pharmacy, an explanation of the medication cost will be provided in writing at the time of dispensing or if requested by the patient.

Can I return my medication?

Most prescription medications cannot be returned to the pharmacy. If you suspect your medication is defective, please call the Mitchell Cancer Institute Pharmacy.

How can I safely dispose of my medications?

Visit the website below to view a list of medications that can safely be flushed down the toilet or see the handouts given in the welcome packet:

<http://www.fda.gov/Drugs/ResourcesForYou/Consumers/BuyingUsingMedicineSafely/EnsuringSafeUseofMedicine/SafeDisposalofMedicines/ucm186187.htm>

If your medication is not on this list, please see the handout included in your Welcome Packet on how to properly dispose of your unwanted or expired medications.

You will be notified by a Mitchell Cancer Institute Pharmacy employee if there is a recall on your medication and given instructions on what to do.

What is the Patient Management Program?

The Patient Management Program is included at no cost to you, and you are automatically enrolled as a patient of the Mitchell Cancer Institute Pharmacy. You may opt out at any time by calling the pharmacy.

Pharmacists will work with you on any problems, concerns or questions you may have regarding your medication therapy. Issues discussed include disease overview, medication, dose, dose frequency, interactions, side effects, physical assessments and coordination of care with your physician when appropriate, etc.

The potential health benefits of this program include management of side effects, improved overall health, increased disease and medication education and awareness, increased medication compliance and when coordination of care with your physician is necessary. Your pharmacist will have all the information needed to help make informed decisions regarding what is best for you as the patient.

The potential limitations of this program are dependent on you as the patient. You must be willing to follow the directions of your physician and pharmacist, be compliant with taking your medication and willing to discuss the details of your disease, medical history and current practices with your pharmacist to provide a full understanding of the situation.

Please let your physician know you are a patient of the Mitchell Cancer Institute Pharmacy and are enrolled in its Patient Management Program. A good relationship between your physician and your pharmacist will benefit everyone involved in your care.

To contact the Patient Management Program, please call the Mitchell Cancer Institute Pharmacy.

When should I contact the pharmacy?

- Your address, telephone number or insurance information has changed.
- You have questions regarding the status of your prescription.
- You have concerns regarding how to take your medication.
- You would like additional information regarding your plan for therapy.
- If you suspect an error in shipping or dispensing has occurred.
- If you suspect the medication has been recalled by the FDA.

You should also contact us with any other questions or concerns. Our staff is happy to assist you with your specialty pharmacy needs, including:

- Working with another specialty pharmacy to get your medications delivered.
- Helping you get access to medications during an emergency or disaster.
- Providing you with tools to manage your therapy, including educational materials and consumer advocacy support.

Emergency Preparedness Information

The Mitchell Cancer Institute Pharmacy plan for when a disaster occurs. Disasters include a fire to our facility, chemical spills, major weather events and evacuations. Our goal is to continue to service your needs. If there is a threat of disaster or severe weather, contact us for to ensure you have an adequate supply of your medications.

Follow directions from the authorities in your area. The Mitchell Cancer Institute Pharmacy will use every resource available to continue to make sure we can serve you. While unlikely, there may be times when we cannot meet your needs because of an emergency. In these situations, you must use your local rescue or medical facility. Please read the guide below to guide you in case of an emergency or disaster:

- If you live nearby and usually pick up your medications from our pharmacy and we cannot get your medication to you, we will transfer your medication to a local pharmacy of your choice.
- If we cannot reach you or you cannot reach the pharmacy, please follow your local news for help.
- Make sure we have an emergency contact number so we can reach you.

How can I access consumer advocacy services?

The Mitchell Cancer Institute and the MCI Specialty Pharmacy welcome the opportunity to care for you. Our goal is to create and foster relationships. These relationships establish the foundation for patient access and facilitate opportunities for physician collaboration in the clinical care of oncology patients.

Our multi-disciplinary team includes regionally and nationally recognized clinical experts in the oncology field who collaborate on individualized cancer care plans.

Our clinical experts include:

- The largest academic fellowship-trained medical oncology practice in the region
- Cancer site-specific medical, surgical and radiation oncologists coordinating with diagnostic and interventional radiologists in cancer care through bi-weekly interdepartmental tumor board meetings
- The only gynecologic oncology practice in the area
- Oncology nurse navigators assigned to all patients, providing resources based on diagnosis and coordination of care from first appointment to survivorship
- Specialty pharmacy for oral oncolytics led by our onsite oncology PharmD who educates, dispenses and monitors patients on oral chemotherapies

Patient-Centered Services

MCI can meet patients' cancer care needs with our full complement of patient-centered services.

- Supportive Care Clinic comprised of a board-certified hematologist, medical oncologist and on-site clinical counselor holistically focusing on patients' quality of life
- Psychosocial counselor providing patients with additional support in the coordination of resources
- Registered Dietitian Nutritionist partnering with patients one on one to design a healthy eating plan to meet specific needs during treatment
- The only Certified Genetic Counselor in the area, providing guidance for patients and evaluating the genetic risk factors for cancer and the potential impact on treatment
- Support groups and mentorship programs offering additional support, education and encouragement for patients

Complaint Procedure

You have the right and responsibility to inform us of concerns, dissatisfaction, or make complaints about the services you did or did not receive without fear of retaliation or interruption of services. If you have a complaint, call us at (251) 410-6337.

If needed, you may contact the Alabama State Board of Pharmacy or our accrediting organization.

ACHC Complaint Information

- achc.org/contact/complaint-policy-process
- (855) 937-2242

URAC Complaint Information

- www.urac.org/complaint_step3b/
- (202) 216-9010

Alabama State Board of Pharmacy Complaint Information

- www.albop.com/
- 111 Village St, Birmingham, AL 35242
- (205) 981-2280