



Pharmacy Services

Outpatient Pharmacy

Welcome to UC Health Pharmacy

We're pleased to serve as your pharmacy provider. Find the information you need in this booklet, and reach out with any questions.

UC Health

UC Health is the region's #1 preferred healthcare system, serving Cincinnati and beyond for more than 200 years. We bring together world-class care, groundbreaking research and the next generation of medicine to transform health, improve life and help people live for what matters most.

UC Health Outpatient Pharmacy

You deserve high-quality, convenient access to your medications for all health conditions. We always put patients first, making world-class care our top mission.

What you can expect:

- Coordination with your healthcare team
- Pickup and delivery options
- Attentive care and one-on-one medication education
- Help with coverage
- Timely prescription fills
- Support via phone
- Medication reviews and check-ins on refills and medication adherence

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What to expect

Convenience

Get prescriptions on the Clifton and West Chester campuses at an onsite location or via curbside pickup the same day as your appointment. Otherwise, we can deliver your prescriptions for free.

Value

Our patient care team members can help with coverage and payment options.

Satisfaction

We strive to provide exceptional service. Please contact us at any time if you have any questions or concerns.

Contact information & hours of operation

Please note: All UC Health Outpatient Pharmacy locations are closed on federal holidays, except Presidents' Day, Indigenous Peoples' Day and Veterans Day.

UC Health Hoxworth Pharmacy

3130 Highland Ave., Suite 200
Cincinnati, OH 45219

Phone: 513-584-8828
ucmcoutpatientpharmacy@uchealth.com
Monday through Friday, 7 a.m. – 5:30 p.m.

UC Health Physicians' Office Pharmacy

222 Piedmont Ave., Suite 2000
Cincinnati, OH 45219

Phone: 513-475-8800
pobpharmacy@uchealth.com
Monday through Friday, 8:30 a.m. – 5 p.m.

UC Health Healing Center Pharmacy

3229 Burnet Ave., Suite 1730
Cincinnati, OH 45229

Phone: 513-584-3300
bchcoutpatientpharmacy@uchealth.com
Monday through Friday, 8:30 a.m. – 5 p.m.
Closed for lunch 12 – 12:30 p.m.

UC Health West Professional Pharmacy

2130 Burnet Ave., Suite 106
Cincinnati, OH 45229

Phone: 513-584-6105
wppharmacy@uchealth.com
Monday through Friday, 8:30 a.m. – 5 p.m.
Closed for lunch 12 – 12:30 p.m.

UC Health West Chester Pharmacy

Physicians Office Building South
7675 Wellness Way, Suite 100
West Chester, OH 45069

Phone: 513-298-7979
wchcoutpatientpharmacy@uchealth.com
Monday through Friday, 7 a.m. – 5:30 p.m.

UC Health Discharge Pharmacy

3188 Bellevue Ave., Main Lobby
Cincinnati, OH 45219

Phone: 513-584-8884
Open 8 a.m. – 6 p.m., 365 days/year

Note: This location serves patients discharged from UC Medical Center, same-day surgery and the emergency department.

Patient rights & responsibilities

UC Health pharmacies offer high-quality, evidence-based and patient-centered management of medications. We work with your provider(s) and healthcare team to provide personalized medication education, coordination of medication coverage and ongoing support.

As a patient of UC Health Pharmacy, you have the right to:

- Receive information about our services. We will provide information about our services, including the Patient Management Program, its philosophy, characteristics, and any limitations and changes to or termination of the program, when requested.
- Receive information about your medication. You may also receive written drug information with your prescription. You have the right to speak to a healthcare professional.
- Expect privacy. We will keep all information provided through conversations, electronic messages and your medical record confidential, as required by federal and state law. You, or your designee, may have access to your medical information as allowed by law. Personal health information is shared with the Patient Management Program only in accordance with state and federal law.
- Receive information about the cost of your medication and payment options. We will help you get assistance, when available.
- Have a choice. You may decline participation, revoke consent or withdraw enrollment at any time. You may choose your own prescriber and pharmacy providers.
- You may report concerns or complaints regarding your care by calling or emailing the UC Health pharmacy where your prescription was filled.

In order for us to provide effective and satisfying care, you have the responsibility to:

- Keep us updated. You may contact the pharmacy at any time to update relevant medical information, contact information (such as phone number and address) and changes to insurance or payment methods.
- Ask for clarification. You should make inquiries to the pharmacy if there is any question about your medication(s).
- Provide timely payment for services. Except where prohibited by law, you are responsible for any charges that are not covered by your insurance or medication assistance programs.

Outpatient Pharmacy services

UC Health pharmacies help you get the most from your medications by

- Preventing or reducing drug-related risks
- Providing education
- Supporting good habits such as taking your medications on time

Services include

- Patient assistance programs
- Immunizations
- Prior authorization assistance
- Insurance validation
- High-quality delivery and/or handling of medications
- Education on side effects, medication interactions, food/drug interactions, safe disposal and other safety precautions, such as proper handling
- Complete medication review
- Facilitation with your providers through messaging and chart notes
- Refill management

Services may be limited if there are restrictions put in place by your insurance provider, state or federal law, or if you are prescribed medication by a non-UC Health provider. We do our best to make you aware of any restrictions.

Instead of calling the pharmacy directly, you may refill your medications online. Please visit **uchealth.com/pharmacy** to find the “Prescription Refill” section. You may also set up medication delivery and prescription transfers from this site.

UC Health prescriptions with refills remaining

You can request a refill at any UC Health pharmacy location through MyChart, or by calling the pharmacy of your choice directly:

- Hoxworth Pharmacy, 513-584-8828
- Physician Office Pharmacy, 513-475-8800
- Physicians Healing Center Pharmacy, 513-584-3300
- West Professional Pharmacy, 513-584-6105
- West Chester Pharmacy, 513-298-7979

Please note: If the original prescription was filled by the UC Health Discharge Pharmacy, any of the above pharmacies can process the refill. If the prescription from the UC Health Discharge Pharmacy was given to you with no refills, contact your primary care provider for a new prescription.

Unable to pick up your prescription in person?

The UC Health Hoxworth Pharmacy can assist in home deliveries. At no extra cost, medications can usually be delivered directly to your home within 1-2 days. Address verification and signature preference must be confirmed prior to each delivery. Signatures are not required unless they are a controlled substance or gabapentin. UC Health Hoxworth Pharmacy does not mail out Schedule II medications (Adderall, oxycodone, etc.).

Prefer to use your own home pharmacy for refills?

Simply reach out to your local pharmacy and have them contact UC Health for your prescription information.

My UC Health

Your health is important to us around the clock, not just during office hours. That's why UC Health offers My UC Health (MyChart). My UC Health is a free, safe and secure online application that allows you and any other UC Health patient* to access and manage your personal health information from a mobile device, tablet and computer any time.

*Available for UC Health patients ages 13+.

With My UC Health, you can:

View your medical information online

- Review your medications, immunizations, allergies and medical history
- Receive test results online—no waiting for a phone call or letter
- Review health education topics and discharge instructions provided by your doctor's office

Stay in touch with your provider's office

- Communicating with your provider's office is as simple as sending an email—but even more secure
- Request renewals of your medications online
- Review health education topics and discharge instructions provided by your provider's office

Manage your appointments

- Request an appointment
- View details of your past and upcoming appointments

Access your family's medical information

- Parents or legal guardians of children and dependent adults may request proxy access to view portions of their loved one's medical records

Keep your records secure

- Your information is safe from unauthorized access because My UC Health is password protected and delivered via an encrypted connection

How do I get access?

- Call 513-585-5353 or visit us online at uchealth.com/myuchealth



Download the **MyChart App**



Patient safety

Your safety is our top priority

We want you and your family to be safe. Here are some suggestions that can help prevent injury or illness.

Medication safety

Make a list of the names and strengths of any medications you are taking and how you take them. If you do not know the names of all of your medications, please ask your pharmacist to provide you with a printed list. Bring this with you to your provider's visit(s). ***Please let us know if you are allergic to any medicines.***

If your medication involves the use of needles or lancets ("sharps"), take special care to dispose of these items. After using your injectable medication, place all needles, syringes and lancets into a sharps container. Do not dispose of sharps in the trash unless they are contained within a sharps container (milk bottles, bleach bottles or other bottles made of hard plastic or metal with a small opening can be used). These sharps containers can typically be placed in your regular trash.

For more information, you can visit the Centers for Disease Control and Prevention (CDC) Safe Community Needle Disposal website at cdc.gov/niosh/topics/bbp/disposal.html

If you are experiencing an adverse drug reaction or side effect, please contact your provider or pharmacist. Call 911 right away for severe reactions (including trouble breathing, hives, swelling of face, lips, tongue or throat, or if you faint or feel like you may faint).

You may also report to the Food and Drug Administration by calling 1-800-FDA-1088 (1-800-332-1088). Keep all medications and other hazardous materials out of the reach of children. Call the Poison Control Center at 1-800-222-1222 if a poisoning occurs.

Avoiding falls

If you feel weak, dizzy or light-headed, sit up slowly or ask for help before standing. If you are standing or walking when you become dizzy, please sit as soon as possible. Take your time when moving around. Watch for objects on the floor—area rugs, electrical cords, toys, shoes or slippers—and spills. Keep all walkways well lit and use night lights, as needed.

Hand hygiene

Maintaining good hand hygiene practices is the most effective way to prevent the spread of infections and viruses. Take action and practice healthful hand hygiene often—especially after eating, coughing, rubbing your face or eyes, or using the restroom.

- Wash your hands thoroughly with soap and warm water
- Lather for 15–30 seconds, then rinse and dry completely
- Use an alcohol-based hand sanitizer to keep your hands clean between washings

Finance & insurance

Financial counseling

If you do not have third-party coverage, our department is available to discuss alternative payment options with you. UC Health helps patients apply for public assistance. Patients who are ineligible for public assistance may qualify for discounts based on family size, income and residency.

Under Medicare law, healthcare services that may be paid for by Medicare are subject to review for compliance with medical standards. All information gathered for peer review purposes shall remain confidential.

Patient billing

UC Health pharmacies will submit claims to your health insurance provider. Our patient care team members will help get prior authorizations or assistance through manufacturer programs or foundations.

You will be contacted prior to the shipping of your medication to arrange for payment, should you have a copayment. You will be provided, in writing, any costs charged to you including costs associated with out-of-network responsibilities.

Financial Assistance Program

UC Health is committed to providing financial assistance to people who have healthcare needs and are uninsured, underinsured or otherwise unable to pay for medically necessary care based on their individual financial situation.

Call Patient Financial Services at 513-585-6200 or 800-277-0781 for questions about financial assistance or to request a copy of the policy and application.

The financial assistance application is provided on the back of every patient billing statement. The financial assistance policy, financial assistance plain language summary and financial assistance application are also available online at [uchealth.com/financial-assistance](https://www.uchealth.com/financial-assistance) for downloading and printing.

Copies of the financial assistance documents are also available at registration/admissions areas for all hospital locations, as well as all emergency department locations.

UC Health Outpatient Pharmacy patient complaint process

We want to offer you excellent service. Please contact us at any time if you have a question or concern. We will make every effort to fix the problem.

You may file a complaint over the phone by contacting the UC Health pharmacy that filled your prescription, or you may contact us by email at oppharmacy@uchealth.com.



uchealth.com