

PATIENT INFORMATION

PROVIDERS: PLEASE DISTRIBUTE TO PATIENTS WHEN SUBMITTING A NON-FORMULARY MEDICATION REQUEST

Dear Valued Patient,

Your provider has requested the use of a non-formulary medication in your treatment. Below contains more information about these medications and what to expect when your provider prescribes one of these medications. Please let us know if you have any questions or concerns.

Very respectfully,

The Patch Pharmacy Team

What is a non-formulary medication?

Medical facilities keep essential medications on hand that meet the needs of the majority of the patient population and are used regularly with no restrictions, these are termed formulary medications. Because of various issues, not every medication can be carried by every pharmacy. Medications not on this list are non-formulary items. These medications typically are used as secondary agents when one of the formulary medications is not effective. They typically require additional review and approval before being procured and dispensed.

How long will it take for the request to be reviewed?

Please allow up to 72 hours for review of the non-formulary medication request. If any issues arise, the pharmacy department will contact the provider for clarification.

If approved, how long does it take to receive my medication?

Typically these medications arrive within 7-10 days once the non-formulary medication request has been approved. However, it may take up to 3-4 weeks to arrive under some circumstances.

How will I know when my medication is ready?

Once the medication arrives and is filled, a member of the pharmacy staff will contact you for pick up. Please ensure the contact information submitted on the non-formulary medication request is accurate.

What do I need to do?

Please ensure you leave accurate contact information. The pharmacy department will attempt to contact you with any issues relating to the prescription request. Please also ensure you have voicemail or another answering service available so we may leave a message if unable to get in touch directly. If you do not hear from the pharmacy department within 2 business days regarding the status of your medication, please give us a call at DSN: 314-590-1633 or Comm: 06371-9464-1633.

What if I have refills on my prescription?

Once the initial request is approved, refills are covered under that approval. That said, with all the movement we have in and out of the area, we may or may not have the medication on hand for your refill unless we have consistent need for it. Therefore, we ask that you do not wait until the last minute to refill your medications. Doing so early, allows us to get the medication to you in a timely manner.

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