

# 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](http://www.hoii.org)
- National Hemophilia Foundation (NHF)  
[www.hemophilia.org](http://www.hemophilia.org)
- World Federation of Hemophilia (WFH)  
[www.wfh.org](http://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 Mizimkoski. 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

