



Indiana Hemophilia & Thrombosis Center Pharmacy

HOURS OF OPERATION
MON- FRI
8 a.m.- 5 p.m.
[closed on major holidays]

For emergent/urgent needs and clinical questions, the pharmacy staff can be reached 24 hours, 7 days a week at 317-829-7778 or 877-633-4639

How to place a prescription order or obtain a refill

Call 317-829-7778 or 877-633-4639. Please place your order one day in advance when possible. In the rare event of an order delay, the IHTC pharmacy staff will contact you directly.

How to access medications in case of an emergency or disaster

During a disaster or crisis the IHTC pharmacy will work proactively to contact patients to address needs and concerns, but if you have an emergent need, call 317-829-7778 or 877-633-4639.

How to check on a prescription status, copay, or claims related information

Call 317-829-7778 or 877-633-4639.

Information on prescription substitutions

Call 317-829-7778 or 877-633-4639.

What to do if you miss a dose of factor

Call the IHTC pharmacy at Call 317-829-7778 or 877-633-4639.

How to transfer a prescription to another pharmacy

If we are not meeting your expectations, please let us know right away, but we understand if you feel your needs will be better met by a different provider, and will help transition your service to a company you are more comfortable with, just call us at 317-829-7778 or 877-633-4639.

How to obtain medications not available at the IHTC pharmacy

The IHTC pharmacy staff has a lot of experience and a drive to take care of our patients. We will be glad to help you find whatever it is you are looking for, just call us at 317-829-7778 or 877-633-4639.

How to handle medication recalls

The IHTC pharmacy staff tracks all medication dispensations and will notify you as soon as possible if your prescription was subject to a recall and provide instruction. If you ever have any questions or concerns about medications you have received from the IHTC pharmacy, please do not hesitate to call us at 317-829-7778 or 877-633-4639.

How to dispose of medications

Medications dispensed from the IHTC pharmacy that are NOT controlled substances are safe to dispose of in regular household trash. Controlled substances should be disposed by flushing down the toilet per FDA guidelines. If you have questions or concerns, please contact the IHTC pharmacy at 317-829-7778 or 877-633-4639 (<https://www.fda.gov/drugs/safe-disposal-medicines/disposal-unused-medicines-what-you-should-know#Disposal>).

How to handle adverse reactions

For severe reactions, call 911 and inform the IHTC pharmacy of the problem once it is resolved. For all other issues, please call us immediately at 317-829-7778 or 877-633-4639.

How to report concerns or errors

Call 317-829-7778 or 877-633-4639.

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

Please call us right away at 317-829-7778 or 877-633-4639 and ask for Kelly McCarthy or Anthony Antonopoulos. All complaints and grievances will be taken seriously. Patients will be notified within five calendar days of the resolution, or if necessary the deadline will be extended and a written notice of resolution will be provided within 14 calendar days.

If you are not comfortable calling us, we urge you to call the State Department of Health at 317-233-1325, the Department of Professional Licensing at 317-232-2980, or the Accreditation Commission for Health Care at 855-937-2242.

Patient Advocacy Support Links

Hemophilia of Indiana (HOII) www.hoii.org

National Hemophilia Foundation (NHF) www.hemophilia.org

World Federation of Hemophilia (WFH) www.wfh.org

