



## TOPIC FOR TUESDAY, MARCH 18, 2025

### Department Spotlight: MVHS Specialty Pharmacy

---

The Specialty Pharmacy is dedicated to simplifying the management of chronic and complex conditions for patients. By offering integrated specialty pharmacy and chronic disease management services, MVHS ensures patients receive comprehensive support tailored to their unique healthcare needs.

The Specialty Pharmacy has dedicated clinic resources embedded into its process so the care team can optimize patient care and medication access.

#### **What kind of patients does the Specialty Pharmacy Department see?**

MVHS Specialty Pharmacy serves patients dealing with a variety of chronic and complex conditions, including:

- Cancer
- Autoimmune disorders
- HIV
- Hepatitis C
- Diabetes
- Asthma

These patients often require specialized medications that are complex and costly. The pharmacy's team collaborates closely with healthcare providers to deliver coordinated and personalized therapy experiences.

**Services Offered:** MVHS Specialty Pharmacy provides a comprehensive suite of services to support patients:

- **Financial Counseling:** Assistance with insurance approvals and identification of financial aid opportunities.
- **Prescription Refill Coordination:** Proactive reminders and coordination for timely refills, with options for home delivery or onsite pickup.
- **Home Delivery:** Secure packaging and delivery of medications at no additional cost.

- **Medication Counseling and Education:** Detailed discussions about new prescriptions to ensure understanding and proper usage.
- **Ongoing Assessments:** Regular monitoring of medication effectiveness and safety, with necessary adjustments in collaboration with providers.
- **24/7 Support:** Round-the-clock access to pharmacists for any concerns or side effects.

These services are designed to enhance medication adherence, improve health outcomes and reduce the likelihood of hospital readmissions.

### **What is a typical day like?**

A typical day for a specialty pharmacist at MVHS involves a blend of clinical evaluations, patient interactions, and interdisciplinary collaboration:

- **Morning:** Review patient medication profiles, assess for potential drug interactions and ensure appropriate dosing.
- **Patient Consultations:** Conduct counseling sessions to educate patients on medication usage, potential side effects and strategies to enhance adherence.
- **Administrative Tasks:** Assist with prior authorization processes, coordinate with insurance companies and explore financial assistance programs for patients.
- **Team Collaboration:** Work closely with healthcare providers to optimize therapeutic regimens and address any clinical concerns.
- **Follow-ups:** Perform regular assessments to monitor treatment efficacy and make necessary adjustments in consultation with providers.

Through these dedicated efforts, MVHS specialty pharmacists play a crucial role in ensuring patients receive optimal care and support throughout their treatment journeys.

### **How many people work in the department?**

The Specialty Pharmacy has a dedicated team of five pharmacists and six liaisons embedded within MVHS specialty and primary care offices. They deliver patient-centered, high-quality care to patients, working in coordination with providers and the rest of the care team to ensure patients receive the high-touch support they need to manage complex medication regimens.

**Accreditations:** MVHS Specialty Pharmacy has achieved dual accreditation from URAC and the Accreditation Commission for Health Care (ACHC). These accreditations are symbols of excellence, reflecting the pharmacy's commitment to quality, accountability and patient-centered care.

### **Location and Hours**

- Location: Medical Office Building, 601 State Street, Utica

For more information or to contact the MVHS Specialty Pharmacy, please call [315-624-6044](tel:315-624-6044).



Ashley Rueger, Liaison, and Alesia Sypniewski, RPh - Oncology



Erin Waters, RPh Pulmonology, with Renee Scaramuzzino, FNP





Jenna Daley, CPhT, Lead Liaison - Immune Health and Prevention



Kelly Lewis, CPhT-Adv, Liaison - Oneida Primary Care Office



Olivia Pawlewicz, Liaison, and Christopher Tomaino, RPh - New Hartford Medical Office





Justin-Theodore Gondeck, RPH; Christian Bell, Liaison; Nicolina Castilla, PharmD, Director of Onsite Operations, GM; Franshely Vazquez Santiago, CPhT - Medical Office Building

---

BE SURE TO FOLLOW US ON SOCIAL MEDIA!

