



# New Pharmacy Services

To enhance the management and care of your **diabetes**, Kaleida Health has integrated clinical pharmacists into the Diabetes-Endocrinology Center of Western New York. Our pharmacists are accessible in-office, to provide a variety of **pharmacy services for patients with diabetes**, including:

## Medication Counseling

- Whether you started a new medication, or have concerns about a current medication, our pharmacists are available to educate and answer any questions.

## Medication Reconciliation

- Clinical pharmacists will review your complete medication list for optimal therapy.

## Free Home Medication Delivery Service

- Medications are filled through Kaleida Health's Outpatient Pharmacy.
- Deliveries will be scheduled within two business days, and hand-delivered by our local driver network.

## Automatic Refills

- Our pharmacists will call BEFORE you run out of medication to schedule your refill delivery.
- Medications can be synced to fill on the same day for convenience.

## Prior Authorizations

- If your insurance company requires additional information before they cover a medication, our pharmacy team will help get your medication covered or find a covered alternative.

## Medication Management Service

- When you opt-in to pharmacy services, we will follow-up to help manage your condition. Pharmacists will work with you to:
  - ♦ Schedule a convenient time to discuss your new or current medications.
  - ♦ Help you avoid any barriers to achieving your healthcare goals.

Pharmacy services are available to patients with **diabetes** at no additional charge. Please speak to a member of our office staff if you have questions regarding any of the following:

- Questions about new or current medications.
- Difficulties filling medications at your usual pharmacy.
- Participating in FREE home medication delivery services.
- Issues with insurance coverage or the price of your medications.
- Side effects from or because of interactions with your medications.

If you'd like to learn more about pharmacy services, please ask a staff member during your appointment. Our clinical pharmacists are happy to meet with you in-office or via telephone.

## Pharmacist Contact Info:

- Main clinic number: (716) 580-7300  
Alexandra Thomas, *Pharmacist*  
Michael Austin, *Pharmacist*