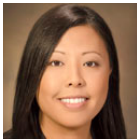


NEWSLETTER

CF CLINIC PHARMACY CARE TEAM UPDATES

At the pediatric and adult CF clinics, you will see some familiar and fresh faces as the pharmacy team has expanded to help provide you the best care possible. We are honored to be part of your CF Care Team!



Hanna Phan, PharmD, FCCP is a clinical pharmacy specialist for our clinics. She is also an Associate Professor for the University of Arizona Colleges of Pharmacy and Medicine. Dr. Phan works as part of the CF care team to help make sure your/your child's medications are safe and effective. She is responsible for ordering, dosing, and monitoring all medications and manages the residents and technician in our clinics. She is a graduate of the University of Michigan and completed a Postdoctoral Fellowship in Pediatrics at The Ohio State University. She leads our Pharmacy team in our clinics. Her hobbies include photography, running, and travel.



Catherine Hobart, PharmD is a 2nd year pediatric pharmacy resident at Banner UMC Tucson. She will be working with Dr. Phan to help make sure your/your child's medications are as safe and effective as possible. She is a graduate of Duquesne University and completed her 1st year residency at Rainbow Babies Children's Hospital. Her hobbies include spending time with family/friends, exercise, and shopping.



Abeer Alsamari, PharmD is a 2nd year pediatric pharmacy resident at Banner UMC Tucson. She will be working with Dr. Phan to help make sure your/your child's medications are as safe and effective as possible. She is a graduate of Medical University of South Carolina and completed her 1st year residency at Banner UMC Tucson. Her hobbies include cooking and traveling.



Tyler Eastep is a 2nd year doctor of pharmacy (PharmD) student at the University of Arizona and pediatric pulmonary center (PPC) pharmacy intern. He will be working with Dr. Phan to help make sure your/your child's medications are as safe and effective as possible. His hobbies include: hiking and cooking with his wife.



Meredith Reams, CPhT is a certified pharmacy technician for the Pediatric Pulmonary and Adult CF clinics. He will be helping patients and families with medication access (e.g., prior authorizations, insurance issues) as well as helping connect you with Banner Pharmacy services. You may will receive calls from him before clinics and after hospital discharges to help make sure your medication needs are met. He is a graduate of York County School of Technology. His hobbies include cooking, traveling to new destinations, amusement parks, spending time with family and friends.

NEW SERVICES AT BANNER PHARMACY



Did you know that Banner offers pharmacy services **including community/retail pharmacy services** (similar to your local Walgreens, CVS, etc.) **as well as specialty pharmacy services** (those that provide Pulmozyme®, Tobii®)? Banner Pharmacy can provide most of your medication needs from one place as well as **help facilitate**

access to medications with prior authorizations, insurance/payer review, as well as mail/deliver medications right to your home.

If you are interested in transferring your prescriptions to Banner Pharmacy, please do not hesitate to let one of the CF care team members know. We can help make it easy to change where you get your medications, by handling the transfer of your prescriptions for you. For more information, please ask any of our team members or view this website: <https://www.bannerhealth.com/services/pharmacy>.

As our Pharmacy Team within the CF Care Team has expanded, we are now able to provided additional services to help make sure your/your child's medications are safe and effective. These include:

Pre-clinic calls by Meredith, the pharmacy technician:

- These will be phone calls to you before your scheduled clinic visit. The purpose of these calls is to help streamline your clinic visit by:
 - Reminding you of your scheduled clinic appointment date/time and any labs/tests needed
 - Reviewing your/your child's medications (name of medication,

strength, dose, how often it is taken). Instead of having to remember all your medications specifics during a busy clinic visit, you can do your basic medication review over the phone with your meds in front of you at home.

- Identifying which medications need refills or new prescriptions written
- Identifying items that the CF Care Team members can help with during the clinic visit (for example what would you like to discuss with Hanna, the CF Pharmacist, during your scheduled visit?)
- Helping you get access to your medications (for example prior authorizations) or connect you patient-assistance program for medications

In-Clinic Consultation and Follow Up by Hanna Phan, PharmD, the pharmacist and her residents/students:

- Monitor your medications and labs for appropriate safety and efficacy
- Partner with you to help integrate medications into your daily routine
- Answer any questions or concerns you have about medications, whether it is something current, new, or something you may have heard about (for example news, internet)

Post-hospitalization calls by Meredith, the pharmacy technician:

- These will be phone calls a few days after hospital discharge. The purpose of these calls is to help assure that you have been able to obtain your medicines and help answer questions you may have:
 - Make sure you were able to get your medications
 - Helping you get access to your medications (for example prior authorizations) or connect you patient-assistance program for medications
 - Screen for questions you may have about your medications and get you in contact with Hanna Phan, PharmD, the CF pharmacist.



UPCOMING EVENTS

CF Support Group Meetings:
November 20; December 18; January 22
Group meets from 6-8PM at
Playformance: 119 E Toole Ave
For questions and to RSVP:
anna@playformancetucson.com
520-850-5218

ONLINE RESOURCES

www.uappc.peds.arizona.edu
The Pediatric Pulmonary Center's
website

www.CysticLife.org
A social network for the CF community

CONTACT INFORMATION

Medical Questions
(520)694-5132

Newsletter Questions
(520)626-2962

QUALITY IMPROVEMENT UPDATE

As part of our ongoing Quality Improvement work, the CF Learning Network has hired a third party who will be calling all of our patients/caregivers to ask questions about care provided at our center. The initial call should take an average of 15 minutes and you will receive a follow up phone call soon after a clinic visit. Please keep in mind this information will be used to help improve your CF care. Thank you in advance for your participation and honest feedback.

INSURANCE OPEN ENROLLMENT

Open Enrollment is from November 1-December 15th. On November 14th at 12pm (ET), Compass will host a Facebook Live for the community to discuss open enrollment. To watch the Facebook Live, log on to the CF Foundation's page at 12pm (ET) on November 14th. The Facebook Live will be recorded, and they will share the link for the video after the recording is complete.

Compass case managers are available 9am-7pm (ET) Monday-Friday to assist with open enrollment and other issues at 844-COMPASS (266-7277) or compass@cff.org. When you call Compass, please make sure to have information ready for your household income, child(ren) medications, and providers so they can best assist with questions and insurance plans.

PEDIATRIC PULMONARY CAREGIVER WEBINAR SERIES

JOIN US Thursday, November 16 from 7-8PM to hear three CF parents from Tucson, AZ share their stories in an online Webinar via Zoom. During the webinar, each parent will share their child's diagnosis story; their experiences and tips for raising kids with a chronic illness; and how they have become advocates for their children, and other children, with cystic fibrosis.

Join the Webinar by going to: <https://uahs.zoom.us/j/791594528>. Please allow a few extra minutes before the start of the Webinar to setup Zoom on your computer, tablet or mobile device.

The University of Arizona
Pediatric Pulmonary Center
1501 N Campbell Avenue
Tucson, AZ 85724-5073
520-626-2962/Fax 520-626-5942
0709-3014450 PPC