

**University of Illinois at Chicago
Ambulatory Care Clinic Site Description**

Refer to clinical schedule for individual pharmacist's pager numbers/contact information

<p>Antithrombosis Clinic in the Heart Center Outpatient Care Center – Suite 3C (312) 355-0117 PharmD clinic hours: 8:30 AM to 4:30 PM Monday through Friday</p>	
Pharmacist(s)	Nancy Shapiro, Nina Huynh, Ellen Uppuluri, Conny Mei, Lauren Speakman
[Cross-covering pharmacist or physician]	None – someone will be covering the clinic; refer to the monthly clinic schedule
Common Disease States	Major disease states requiring short or long-term anticoagulation therapy with traditional and direct oral anticoagulants including patients s/p major orthopedic surgery, venous thrombosis, ischemic stroke, peripheral vascular disease, atrial fibrillation, various hypercoagulable states. The clinic also sees high risk pregnant patients and pediatric patients in need of anticoagulant therapy. Consults for peri-procedure bridging therapy are also handled.
Managed by	Pharmacist-managed clinic
Typical census	Up to 3 new patient visits are scheduled daily (60 min each), with 35-45 return patients scheduled daily for face to face visits (20 min each) or telehealth visits. Point of care testing is performed by a full time pharmacy technician, when applicable. The referring MD is consulted in complex cases and in emergent situations. ATC also has a DOAC monitoring program that involves screening daily prescribing reports of 10-20 patients per day for appropriateness of drug, dosing, lab monitoring, drug interactions, and access to medication and is primarily a phone based service.
Appointment type	Scheduled appointment only
Pharmacist responsibilities	Work under the Antithrombosis Therapy Management Protocol for all items including drug initiation and selection, ordering and monitoring labs, dose adjustments, ordering refills, discontinuation of therapy, and patient education *Each clinic encounter is billed using facility fee charges
Referral process	Referrals to ATC for warfarin or DOAC monitoring are triggered by an electronic consult in EPIC. The DOAC screening program is for patients that have not yet been referred to ATC.

<p>Arthritis Clinic Outpatient Care Center – Suite 3D Phone: (312)- 413-5569 Clinic hours: Mon, Tues, and Thurs 8am-5pm; Wed and Fri 8am-1pm PharmD appointments: Mon 1pm-5pm, Fri 8am-12pm</p>	
Pharmacist(s)	Hali Hanson
[Cross-covering pharmacist or physician]	None; possibly specialty pharmacy for some responsibilities
Common Disease States	Most common disease states are rheumatoid arthritis, osteoarthritis, lupus, gout, pseudogout, ankylosing spondylitis, psoriatic arthritis, systemic sclerosis, fibromyalgia, sarcoidosis, reactive arthritis, Sjogren's syndrome, arteritis, myositis, and uveitis
Managed by	Physician
Typical census	Varies; max 6 clinic visits/day

Appointment type	Scheduled appointments primarily, ad hoc/curbside consults as needed
Pharmacist responsibilities	Patients are seen in person and via telephone during clinic visits for medication management, including medication/disease state education, lab monitoring, medication initiation/titration, and biologic injection training. Assessment of the efficacy, safety, and tolerance of medications is paramount. Other responsibilities include coordination of care for patients on specialty medications (ie. biologic therapies), infusions, and hyaluronate knee injections. Pharmacist is also responsible for prior and refill authorizations for specialty medications.
Referral process	Referrals are placed in Epic via the Arthritis PharmD consult order. The patient will be scheduled by the clinic medical assistants/front desk staff.

Child & Youth Center	
Outpatient Care Center – Suite 2E (312) 996-7416 Clinic hours: Monday, Tuesday, Thursday 8 am – 8 pm; Wednesday, Friday 8 am – 5 pm; Saturday – 8 am – 12 noon PharmD available weekdays, 8 am – 5 pm	
Pharmacist(s)^a	Leslie Briars, Lauren Oliveri
Cross-covering pharmacist or physician^b	A pediatric pharmacist will be available via pager
Common Disease States	Most of the patients are followed for well child care or chronic disorders (e.g., asthma, attention deficit disorder, atopic dermatitis, oral contraceptive use, etc.) and some are for acute care (e.g., rule out sepsis, lead poisoning, STIs, otitis media, pharyngitis, asthma exacerbation, etc.). Some of the specialty clinics that the pharmacists provide services for include nephrology, adolescent, oncology, rheumatology, ADHD/autism & infectious disease.
Managed by	Pediatricians (center managers Jalene Shoener, MD & Harsha Kumar, MD)
Typical census	5-8 patients seen daily by pharmacists (multiple consults)
Appointment type	Med management for autism and ADHD on Wed – Friday (hybrid in-person & telehealth) ; all other days in conjunction with providers, plus curbside consults
Pharmacist responsibilities	Pharmacy services in all of the areas include: obtaining medication histories, assisting with choosing appropriate therapeutic regimens, suggesting monitoring parameters to follow, providing medication education, travel consultations & completing medication reconciliation. The majority of the pharmacist’s interventions include education to the family, patient and provider seeing the patient. Other services include: drug information, conferences to residents and interns, provision of continuity of care, assistance with access to medication (i.e., prior authorization completion/referral) and development of clinic-specific, medication-related protocols (i.e., travel vaccination, treatment of pain & fever, childhood immunizations, IV medication administration, etc.).
Referral process	Currently there is no formal referral process. If an option, best patients to refer would include: patients that are non-adherent, on multiple (e.g., > 3) medications or high-cost medication (e.g., biologics), require close follow-up after medication initiation (e.g., psychostimulants, alpha-2 agonists), or need medication-specific education (e.g., inhaler devices, self-injectable medication).

Dialysis – Block ONLY Eye & Ear Infirmary 1859 W Taylor, 2 nd entrance to building which is dialysis entrance (312) 355-3848	
Pharmacist(s)	Beatrice Drambarean
Common Disease States	CKD, ESRD, Anemia, Mineral/Bone Disease (secondary hyperparathyroidism), HTN
Managed by	Pharmacist, Nephrology MD, Nephrology APN
Typical census	60-70 daily
Appointment type	Patients come at scheduled day and time (M-Sat, am/mid/pm)
Pharmacist responsibilities	Round with nephrologist/APN and independently, manage anemia and mineral/bone disease laboratories, perform medication histories and reconciliation, assist with HTN management, perform therapeutic drug monitoring for antibiotics (vancomycin, gentamicin) and participate in monthly multidisciplinary laboratory reviews for each shift.

Electrophysiology Clinic Outpatient Care Center – Suite 3C Clinic Hours: Mondays and Fridays 8am-1:30pm, Tuesdays 8am – 12 noon	
Pharmacist(s)	Jessica Tilton
Cross-covering pharmacist or physician	Vicki Groo
Common Disease States	Arrhythmias, Heart Failure, HTN, CAD
Managed by	Physician
Typical census	14 patients/clinic half day
Appointment type	Scheduled appointment only
Pharmacist responsibilities	Assist with drug selection for arrhythmias, HTN, anticoagulation, etc, Monitor all cardiac medications (primarily antiarrhythmics and anticoagulants), Provide patient education, Perform medication reconciliation, and Ensure medication access.
Referral process	Patients are referred to the physician for arrhythmia needs

Family Medicine Center 722 W. Maxwell St. Suite 235 (312) 996-8663 Clinic hours: M – F 8:00am – 5:30pm PharmD session hours: M - F AM: 9-12; PM: 1:30-5 (last appt at 4pm),	
Pharmacist(s)	Katie Kaczmariski, Lauren Cunningham, Sheryl Mathew, Tara Driscoll
Cross-covering pharmacist or physician	None – someone from above will be covering the clinic; refer to the monthly clinic schedule

Common Disease States	Diabetes, asthma, HTN, hyperlipidemia, hormone management (Contraception/HRT), anticoagulation management, smoking cessation, traveler's health, comprehensive medication management, Latent TB management, HIV preexposure prophylaxis, isotretinoin management and assisting patients' medication issues (efficacy, safety, access).
Managed by	Pharmacist and clinicians
Typical census	Up to 12 scheduled patients for clinical pharmacist. Telehealth and ad hoc consults vary by day
Appointment type	Scheduled appointments and ad hoc/curbside consult
Pharmacist responsibilities	Assists with disease state or medication therapy management in collaboration with primary care provider and patient. In this context pharmacists may provide disease state and medication education, initiate, discontinue, or modify drug therapy per protocol or by verbal order after discussion with PCP, order pertinent labs, and establish a monitoring and follow-up plan with the patient. Pharmacists also address drug-related questions from patients, nurses, clinicians, and family medicine residents, provide population health services, and assist with resolving medication access issues. Pharmacists provide a clinical training site for pharmacy students and residents at UIC College of Pharmacy.
Referral process	<ul style="list-style-type: none"> • Referrals can be placed in Epic via the internal departmental consult order. It is preferred the patient calls 312-996-2901 to schedule an FMC PharmD appointment, or schedule prior to leaving clinic. Otherwise, the patient will be contacted to schedule an appointment in a timely manner. • Patients are primarily referred for chronic or targeted disease state or medication management and/or assistance with medication education, adherence, or costs.

GI/Liver Telemedicine Clinic Benjamin Goldberg Research Center, Suite 312 (312) 413-0109	
Pharmacist	Juliana Chan
Common Disease States	Viral hepatitis (HBV, HCV)
Managed by	Pharmacist and physician managed clinic
Typical census	40-50 weekly
Appointment type	Seen by scheduled appointments. New appointments are 20-30 minutes, established patients are 5 to 15 minutes.
Pharmacist responsibilities	Patients are seen in-person in clinic by a clinical pharmacist and physician. Pharmacist will assist with disease state management, assessing medication access issues and adherence, provide continuity of care with transitions throughout the Illinois Department of Corrections, monitor for drug efficacy, drug related problems, and provide patient and nurse education.
Referral process	Patients are referred by the Illinois Department of Corrections protocol.

Mile Square Health Center (FQHC) 1220 S. Wood Street, 2 nd Floor- Main Clinic (312) 413-1670 (PharmD direct clinic extension) Clinic Hours: Monday, Wednesday-Friday 8 a.m.-6 p.m.; Tuesday 9:30 a.m.-6 p.m. Saturday 8 a.m.-12 p.m. PharmD Clinical Service: Monday, Wednesday, Friday 9 a.m.-5 p.m.	
Pharmacist	Daphne Smith Marsh
	Currently, no cross-coverage is provided. However, clinic schedule is blocked to reflect times the pharmacist is unavailable.

Common Disease States	Chronic Disease States: Diabetes Mellitus (including LADA and gestational diabetes), Hypertension (HTN), Dyslipidemia, Asthma and COPD. Health Conditions: Pain management, Medication management
Managed by	Pharmacist and Family Medicine Physicians, Nurse Practitioners, Physician assistants
Typical census	In-person and telehealth scheduled visits: 10-13 patients/day May have additional same day consultations or additional phone call interventions.
Appointment type	30-minute visits; 60-minute visits for newly diagnosed patients with diabetes or patients who need extensive counseling.
Pharmacist responsibilities	Disease state and medication therapy management/education (initiation, titration and modification of medication regimens, addressing barriers to adherence); Lifestyle modification counseling (nutrition and physical activity education) primarily for diabetes, prediabetes, obesity. Endocrinology service at Mile Square Main: Provide continuous glucose monitoring (CGM) initiation and evaluation in addition to the above services. Pharmacist provides full clinical service at Main clinic and telehealth only for Cicero clinic site.
Referral process	Referrals by physician, APRN, physician assistant or pharmacist with appointments scheduled by clinic staff. Best Candidates for referral: Patients with newly diagnosed or uncontrolled diabetes, prediabetes for lifestyle modification education, uncontrolled HTN, dyslipidemia, asthma or COPD, history of challenges with medication taking behaviors or complex medication regimen.

Heart Failure 1640 W. Roosevelt, 3 rd floor (312) 413-1782 Clinic hours: Mon and Wed 12:30-5 MD, Wed and Fri 7:30 am – 12 pm MD	
Pharmacist(s)	Vicki Groo, Erika Hellenbart
Cross-covering pharmacist or physician	Either the other pharmacist or RN
Common Disease States	Heart Failure, HTN, Afib, CAD, hyperlipidemia
Managed by	Physician or APRN
Typical census	8-18/day
Appointment type	Scheduled appointment only
Pharmacist responsibilities	Pharmacist performs medication reconciliation, symptom assessment, patient education. Presents to MD/APRN and collaborates on plan. Writes progress notes on all patients seen, follows up on labs. In addition, will manage anticoagulation patients as needed. On Tues and Th mornings, a HF medication titration clinic runs in conjunction with the APRN clinic.
Referral process	Not applicable

Heart Failure Medication Titration 1801 W. Taylor Street, 3C (312) 996-6480 1640 W Roosevelt Tues or Thur 8:30 am -12 pm	
Pharmacist(s)	Vicki Groo, Erika Hellenbart

Cross-covering pharmacist or physician	NA, clinic cancelled if pharmacist is off. For patient questions, should contact primary cardiologist
Common Disease States	Heart Failure, HTN, Afib, CAD, hyperlipidemia
Managed by	Pharmacist
Typical census	7 per day
Appointment type	Scheduled appointment only
Pharmacist responsibilities	Pharmacist performs medication reconciliation, symptom assessment, patient education and develops treatment plan per protocol. Writes progress notes on all patients seen, follows up on labs and communicates plan to referring MD/APRN. This is a pharmacist managed clinic.
Referral process	Heart failure patients not optimized on guideline directed medical therapy with some hypertension management. Referral only from Cardiology Providers for patients established in the Heart Center. Referrals are made by requesting appointment with PharmD during checkout

Infectious Disease and HIV (Family Center for Infectious Disease) Outpatient Care Center – Suite 3 (312) 996-8266 Clinic hours: Mon-Fri 9 am – 1pm; Tuesday also has clinic 1:30 pm – 4:30 pm	
Pharmacist(s)	Monday AM = Rodrigo Burgos Tuesday PM = Rodrigo Burgos Wednesday = Rodrigo Burgos Thursday AM = Rodrigo Burgos Friday AM= Emily Drwiega
Cross-covering pharmacist or physician	
Common Disease States	All infectious diseases, pre and post-transplant infections, IV antibiotics, HIV/AIDS and its complications, other co-morbidities in the setting of HIV: hypertension, DM, asthma, dyslipidemias, pregnancy, STIs, PrEP, and co-infection with hepatitis and HIV.
Managed by	Physician and pharmacist
Typical census	Varies on day and number of providers; ~10-15 patients/provider
Appointment type	Live clinic & Telehealth visits with walk-ins
Pharmacist responsibilities	Located in the OCC building Room 3. Patients are seen by appointment or as walk-in. The clinic has a multidisciplinary approach to patient care and pharmacists will interact with various healthcare professionals as part of the day-to-day activities. Patients may be seen just by the pharmacist or as part of their routine care visit. Pharmacists play an active role in patient care activities including: obtaining medication history, medication education and adherence monitoring, review of antiretroviral resistance testing, selection of antiretroviral therapy, comorbid disease state evaluation, management of adverse drug reactions and drug-drug interactions, prescription refills and the coordination of Illinois ADAP clients medications. In addition, a subset of patients will have pre-determined visits for pillbox fillings.
Referral process	Patients referred to our clinic by their PCP or may receive primary care with our ID physicians as well.

Infectious Disease and HIV (IDOC Telemedicine) Benjamin Goldberg Research Center (1940 W. Taylor St) 3rd floor, room 316 Phone: n/a Clinic hours: 8:45 AM – 1 pm; occasional afternoon clinics scheduled	
Pharmacist(s)	Monday = Melissa Badowski

Cross-covering pharmacist or physician	Tuesday = Blake Max Wednesday = Emily Drwiega Thursday = Emily Drwiega Friday = Melissa Badowski
Common Disease States	HIV/AIDS and its complications, other co-morbidities in the setting of HIV: hypertension, DM, asthma, dyslipidemias, pregnancy, STIs, and co-infection with hepatitis and HIV.
Managed by	Physician and pharmacist
Typical census	12 patients, most established, but will have new patients, including newly diagnosed
Appointment type	Scheduled telemedicine appointments
Pharmacist responsibilities	Located in the Benjamin Goldberg Research Center at the University of Illinois at Chicago campus. The telemedicine program implements a multidisciplinary approach to provide HIV care while a prisoner is incarcerated. An infectious disease physician, an infectious disease clinical pharmacist, and case manager provide HIV care to 26 prisons within the state of Illinois. An entire clinic visit is performed through telecommunications without leaving the UIC campus. With the use of a computer and video-equipment, we are able to see each patient and conduct an entire clinic visit. Pharmacists play an active role in patient care activities including: medication education and adherence counseling, review of antiretroviral resistance testing, selection of antiretroviral therapy, comorbid disease state evaluation, management of adverse drug reactions and drug-drug interactions, and prescription order entry.
Referral process	Patients are referred to our clinic via the correctional center where they are incarcerated.

<p>Infectious Disease and HIV (Outreach Clinics) Phone: varies between clinic and day Clinic hours: 9 am – 1 pm or 1pm – 5 pm (depending on the clinic); however mornings/afternoons opposite clinic time are often staffed as well for walk-in patients</p>	
Pharmacist(s)	Monday = Renata Smith (Englewood) Tuesday = Renata Smith (Uptown) Wednesday = Renata Smith (West Side; Madison/Cicero) Thursday = Blake Max (Uptown) Renata Smith (Mile Square Main) Friday=Renata Smith (West Side; Madison/Cicero)
Cross-covering pharmacist or physician	
Common Disease States	HIV/AIDS and its complications, other co-morbidities in the setting of HIV: hypertension, DM, asthma, dyslipidemias, pregnancy, STIs, PrEP, and co-infection with hepatitis and HIV, SUD, COVID vaccines.
Managed by	Physician and pharmacist
Typical census	10 in person patients; Telehealth-varies
Appointment type	Live clinic visits with walk-ins
Pharmacist responsibilities	Comprehensive medication management for HIV/AIDS and its complications and other co-morbidities in the setting of HIV, including hypertension, DM, asthma, dyslipidemias, pregnancy, STIs, and co-infection with hepatitis and HIV, SUD. Also other ID related issues or questions. Medication refills, prior authorizations, medication deliver coordination, and completing patient assistance applications, lab orders.
Referral process	Must be living with HIV, HCV or have SUD to be seen in an off campus/outreach clinic

<p>Inflammatory Bowel Disease Clinic Outpatient Care Center – Suite 1C (312) 996-8298 Clinic hours: M-F 8am-4:30 pm</p>	
Pharmacist(s)	Aimee Chevalier

Cross-covering pharmacist or physician	Gastroenterologists: Itishree Trivedi, Jessica Spitelli, Robert Carroll, Asim Shuja, Timothy McGorisk, Anna Lipowska, Cemal Yazici, Ahmed Zohair, Keith Naylor, Russell Brown, Brian Boulay, Edward Villa, Christina Sands
Common Disease States	Inflammatory bowel disease
Managed by	Pharmacists and Physicians/Nurse Practitioners
Typical census	20-30 visits per week
Appointment type	Patients are schedule with gastroenterologists
Pharmacist responsibilities	Patients are seen during clinic visits for medication related issues. Patients are also seen for medication education including injection training for biologics. Pharmacist ensures the efficacy, safety, with medications ensuring that appropriate lab monitoring is performed (including biologic therapeutic drug monitoring). Other responsibilities include coordination of care for all medications related to IBD. Additional responsibilities for refill authorizations for all IBD medications.
Referral process	Physician referral

<p>Internal Medicine – Primary Care Plus and General Medicine Clinics Outpatient Care Center – Suite 3AA/3A (312) 413-3627 (front desk) Clinic hours: Monday, Thursday, & Friday 9am – 1pm; Tuesday & Wednesday 1pm – 5pm</p>	
Pharmacist(s)	John Shilka, Liz Van Dril
Cross-covering pharmacist or physician	Either the other pharmacist or if no cross-coverage is available, clinic schedule is blocked to reflect times the pharmacist is unavailable.
Common Disease States	Diabetes, hypertension, dyslipidemia, cardiovascular disease, asthma/COPD, and other internal medicine chronic disease states
Managed by	Internal Medicine
Typical census	6-12 patients per day
Appointment type	Patients are most frequently seen by appointment, but may be seen by physician consult. Initial appointments are scheduled for 60 minutes, follow-up visits for 30 minutes.
Pharmacist responsibilities	Clinical pharmacists provide comprehensive medication and disease state management to optimize health outcomes for a variety of chronic disease states, which include, but are not limited to, diabetes, hypertension, dyslipidemia, cardiovascular disease, asthma, COPD and gout. Responsibilities of the clinical pharmacists include initiating and/or modifying evidenced-based pharmacotherapy regimens while also assessing medication appropriateness, efficacy, safety, and adherence during comprehensive face-to-face patient visits. In addition, clinical pharmacists are expected to identify drug-related problems, address medication access issues, and provide education related to medications and disease states. Clinical pharmacists are also responsible for analyzing population-based healthcare data in order to improve health outcomes, optimize medication adherence, and provide value-based care.
Referral process	<ul style="list-style-type: none"> • Referrals to be placed in Epic via the Internal Medicine PharmD consult order. The patient will be scheduled by patient service representatives upon checkout in Primary Care Plus or General Medicine Clinics. • Patients are primarily referred for chronic disease state management and/or assistance with medication titration, reconciliation and/or adherence.

Liver Clinic – Hepatitis C Virus (HCV) Treatment	
Outpatient Care Center – Suite 1B (312) 355-4316 (front desk) Clinic hours: M – F 8:00am – 4:30pm PharmD appointment days/times vary	
Pharmacist(s)	Michelle Martin
Cross-covering pharmacist or physician	None
Common Disease States	Hepatitis C virus (HCV)
Managed by	Pharmacist managed clinic
Typical census	Varies by the mix of HCV treatment initiation visits, follow-up calls, and new patient evaluation notes.
Appointment type	Scheduled or unscheduled appointments. HCV treatment initiation appointments are scheduled for 30 minutes. Follow-up phone calls average < 5 minutes.
Pharmacist responsibilities	The clinical pharmacist performs HCV treatment evaluation, manages drug-drug interactions, works with the patient’s pharmacy to facilitate medication access, writes letters of medical necessity, sends all HCV prescriptions, and manages team of HCV prior authorization students. The pharmacist performs medication reconciliation, assesses social history and readiness for change, assists with disease state management, assesses adherence, and monitors for medication safety and efficacy. At treatment initiation, the pharmacist provides patient education, recommends or assists with preventive care, and orders all lab follow-up and appointments for the entire HCV treatment course.
Referral process	Referrals for HCV treatment evaluation are sent to Michelle Martin in the EMR (or by phone or email) from liver clinic providers

Lung Health Clinic	
Outpatient Care Center – Suite 3C (312) 996-3300 Clinic hours: AM 8:30-12:00 PM 1:00-5:30	
Pharmacist(s)	Lori Wilken Monday PM- Pulmonary, general Tuesday PM- Pulmonary, general Thursday AM-Pulmonary hypertension Friday AM-Advanced pulmonary (sarcoidosis, ILD, MAI, bronchiectasis) Allergy available upon request (M-F)
Cross-covering pharmacist or physician	Amanda Eades
Common Disease States	COPD, tobacco dependence, moderate and severe persistent asthma, pulmonary hypertension, allergic rhinitis, allergies, sarcoidosis, interstitial lung disease, pulmonary embolism, obstructive sleep apnea, bronchiectasis, nontuberculous mycobacterial disease, Tb and lung cancer
Managed by	Physicians
Typical census	16 patients per half-day
Appointment type	Patients are seen before or after being seen by the pulmonary fellow or pulmonary/allergy attending.
Pharmacist responsibilities	Medication reconciliation, asthma and COPD action plans, asthma and COPD control tests, tobacco dependence consultations, inhaler education, medication coverage assessments, enrollment for specialty medications, monitoring of complex drug regimens
Referral process	Physician referral

Medication Therapy Management (MTM) Clinic

Outpatient Care Center – Suite 3B

(312) 996-5025

Clinic hours: M – F 9:00am – 12pm, 1pm – 4:30pm

Pharmacist(s)	Jessica Tilton, Sheryl Mathew, Lauren Cunningham, Asima Ali, Angeo Belen, Karen Juco
Cross-covering pharmacist or physician	None – someone from above will be covering the clinic. Refer to the monthly clinic schedule
Common Disease States	Most common disease states are HTN, hyperlipidemia, DM, stroke, asthma/COPD, heart failure, along with healthcare related issues. Healthcare issues include, but are not limited to, medication related problems involving non-adherence, decreased continuity of care, medication reconciliation, adverse drug events and low health literacy.
Managed by	Pharmacist managed clinic
Typical census	12 patients per day
Appointment type	Seen primarily by scheduled appointment. Initial appointments are scheduled for 60 minutes, follow-up visits for 30 minutes.
Pharmacist responsibilities	Patients are seen in-person and virtually by a clinical pharmacist. Pharmacist will assist with disease state management, assessing medication access issues and adherence, provide continuity of care with transitions throughout the medical center, monitor for drug efficacy, drug related problems, and provide patient education.
Referral process	<ul style="list-style-type: none"> • Referrals to be placed in EPIC via the Medication Therapy Management (MTM). • Patients are primarily referred for chronic or targeted disease state management and/or medication management.

Mile Square Health Center (MSHC) Medication Assisted Recovery (MAR)/Family Practice Clinic

1220 S. Wood Street, 2nd Floor- Main Clinic

(919) 395-1187 (PharmD direct line)

Clinic Hours: Monday-Friday 8:30am – 4:30pm (last appointment time)

PharmD Clinical Service: Monday 8:30am – 4:30pm; Tuesday – Wednesday 8:30am – 12:30pm; Thursday 1:30pm – 4:30pm; Friday – PharmD at alternate MS site (Humboldt Park) 8:30am – 4:30pm

MAR Devoted Clinic: Monday 1:30 – 4:30pm; Tuesday 8:30am – 12:30pm; Thursday 1:30pm – 4:30 pm

Pharmacist	
Common Disease States	Main Chronic Disease States: Substance use disorders, mental health disorders, diabetes mellitus, hypertension (HTN), dyslipidemia, asthma and COPD, smoking cessation, pain, immunizations, infectious diseases
Managed by	Family Medicine Physicians (Attendings and Residents)
Typical census	Co-Visit Model: MAR Clinic: 6-10 patients per half day Resident Clinic: Varies, depending on how many residents are seeing patients (1 resident typically sees 6-11 patients per half day, with up to 4 residents per half day)
Appointment type	This is a co-visit model clinic where the pharmacist is actively involved with MD/DO appointments. Co-Visit Model: 15 minute MD/DO visits
Pharmacist responsibilities	Primary responsibilities: chart reviewing and interviewing patients to identify and address drug-related problems (unnecessary drug therapy, needs additional drug therapy, ineffective drug therapy, dosage too low, dosage too high, adverse drug reaction, noncompliance); active participation in pharmacotherapy assessment and plan of patients during FM MAR and resident clinic; answering drug information questions; providing education to health professionals and patients; and appropriate and timely chart documentation

	Pharmacist provides clinical services for all MSHC Sites, but is only onsite at Main and Humboldt Park
Referral process	Generally N/A as PharmD is proactively involved in MD/Do visit, however PharmD may be "consulted" via warm handoff

Neurology clinic Outpatient Care Center – Suite 4E (312) 355-0510 Clinic hours: 8am-12pm, 1pm-5pm	
Pharmacist(s)	Mitra Habibi
Cross-covering pharmacist or physician	Physicians/Residents/Nurses
Common Disease States	Multiple sclerosis, neuromyelitis optica, epilepsy. Other diseases include headaches and neuromuscular disorders.
Managed by	Physician and pharmacist
Typical census	Varies based on the clinic schedule and each disease state.
Appointment type	Varies depending on the disease state, multiple sclerosis patients are scheduled in person, antiseizure drug medication management, levels, adverse event reports and other patient related issues are typically addressed by phone or through Epic patient messaging.
Pharmacist responsibilities	Multiple sclerosis: assisting with medication access/prior authorization, laboratory monitoring, and dose initiation/monitoring, reviewing weekly infusion orders. Epilepsy: follow up on antiseizure medication levels and related dose managements, addressing drug interaction and adverse drug reaction related issues. Headache: assisting with medication access/prior authorization Neuromuscular disorders: assisting with medication access and prior approvals, reviewing weekly infusion orders.
Referral process	Epic referrals/messaging

Oncology Clinic Outpatient Care Center – Suite 1E (312) 996-8494 Hours of operation Mon-Friday 8:30-5p PharmD appointment days/times Tues-Friday (every other Tuesday IRB)	
Pharmacist(s)	Sandra Cuellar
Cross-covering pharmacist or physician	We cross cover, PGY-2 oncology resident, Christina Haaf, Noor Naffakh, Michael Buege
Common Disease States	Solid tumor malignancies, heme malignancies
Managed by	Physician
Typical census	10-12 pts per day
Appointment type	Varies (physician appt, infusion appt, nurse appt, pharmacist appt)
Pharmacist responsibilities	Chemo teaching, medication reconciliation, review all chemo orders, supportive care, medication management s services, drug information service
Referral process	Email or in person by physician

Outpatient Psychiatry

Neuropsychiatry Institute (NPI)

(312) 996-2972

**PharmD clinic hours: Psychosis Clinic on Monday (1-5pm), Mood & Anxiety Clinic on Tuesday (1-6pm),
Addiction Psychiatry (2-6pm)**

Pharmacist(s)	Shiyun Kim
Cross-covering pharmacist or physician	None
Common Disease States	Psych
Managed by	Pharmacist as indicated on referral/consult
Typical census	Varies day to day pending clinic
Appointment type	Scheduled & walk-ins
Pharmacist responsibilities	Long-acting injection clinic, metabolic monitoring, prior authorization, medication education, participate in supervision (journal clubs, etc.)
Referral process	As needed in clinic & scheduled patient in LAI clinic

Sickle Cell Clinic

Location (including suite #) 5E

(312) 996-2720

Hours of operation Mon-Friday 8:30-5p

PharmD appointment days/times Mon-Thurs

Pharmacist(s)	Jin Han
Cross-covering pharmacist or physician	Physicians/nurses
Common Disease States	Sickle cell disease/pain management
Managed by	Physician and pharmacist
Typical census	20-30 pts per day
Appointment type	Scheduled clinic visits
Pharmacist responsibilities	Pain management, medication reconciliation, medication management services, drug information service
Referral process	Not applicable

Solid Organ Transplant (Adult)

[Liver] Outpatient Care Center – Suite 1B

(312) 996-8298

Clinic hours: T, Th 8am-4:30 pm

PharmD appointment days: multidisciplinary under provider

[Kidney and Pancreas] Transplant Center, Specialty Care Building, 1009 S. Wood St, Suite 2A (312) 413-7373 Clinic hours: M-F 8AM-5PM PharmD appointment days: M-F 9AM-5PM; other days multidisciplinary under provider	
Pharmacist(s)^a	Lynley Heinrich
Cross-covering pharmacist	Jamie Benken, Cassie Muran, Benito Valdepenas, Dana Pierce, Maya Campara, Rachel Christensen, Brendan Steiner
Providers	Nephrologists: Ignatius Tang, Zahra Hajjiri, Ruchi Naik, Prerna Kumar, Walaa Dabbas Surgeons: Mario Spaggiari, Jorge Almario-Alvarez, Pierpaolo Di Cocco Hepatologists: Jamie Berkes, Adam Mikolajczyk, Wadih Chacra, Jen Wang APN: Lisa Landers (hepatology) and Janice Xu (nephrology)
Common Disease States	Renal transplant, pancreas transplant, liver transplant, immunosuppression-related toxicities, chronic kidney disease, chronic liver disease, hypertension, diabetes, anemias, hyperlipidemia, infections in immunocompromised host, secondary hyperparathyroidism, electrolyte replacement, pain management, medication adherence and pre-transplant evaluation and assessment.
Managed by	Pharmacists, APNs and physicians
Typical census	25 pre-transplant evaluations per week 150-180 post-transplant visits per week
Appointment type	Scheduled in-person appointments on M-F for transplant pharmacist, Other dates appointments under single provider
Pharmacist responsibilities	Med history, immunosuppression ROS, review labs, vitals, medications for changes, update medication lists, send prescriptions, enter therapy plans, patient and family education. Patients are independently seen by PharmD and then presented to provider. Will work alongside provider, APNs and coordinator in clinic.

Specialty Pharmacy Services, Patient Management Program Wood St Pharmacy (312) 996-5224 Call Center Phone Hours M-F 7am to 6pm, Sa 9am to 3pm and 24/7/365 On Call Services	
Pharmacist(s)	Nehrin Khamo, Lisa Kumor, Chris Schumpp
Cross-covering pharmacist or physician	None – someone from above will be covering during hours and after hours on-call
Common Disease States	Inflammatory disease such as RA and IBD, multiple sclerosis, HCV, sickle cell disease, pulmonary arterial hypertension, movement disorders, cancer, and other specialty conditions.
Managed by	Pharmacists
Typical census	Varies day to day, phone based service. Patient calls 5 to 20/day, treatment initiations 1 to 5/day, other interventions/escalation resolution as needed 10 to 30/day.
Appointment type	Some scheduled appts for treatment initiations, most patient interaction performed based on case management pharmacist queues.
Pharmacist responsibilities	Oversee call center functions, manage pharmacist queues including treatment initiations, first clinical assessments, monthly clinical assessments, escalations, interventions, therapeutic holds and completion of therapy. Some treatment initiations are performed verbally over the phone, other are in-person occurring generally in the pharmacy but occasionally in a specialty clinic. All pharmacist are responsible for covering after hours on-call services on a rotating basis.
Referral process	Referral via SPS pool in Cerner.

Tobacco Treatment Center Outpatient Care Center – Suite 3C (312) 996-3300 Clinic hours: M 8:30-12:00 Th 1:00-5:30	
Pharmacist(s)	Amanda Eades (Monday) Lori Wilken (Thursday)
Cross-covering pharmacist or physician	Dr. Min Joo
Common Disease States	Tobacco dependence. Usually cigarette smokers; rarely electronic cigarettes, cigar and marijuana. Special populations with pulmonary, cardiovascular, psychiatric, other addictions and surgery.
Managed by	Pharmacists
Typical census	5 patients per half day
Appointment type	Scheduled in-person or telehealth visits.
Pharmacist responsibilities	Interview, provide behavioral modifications plans and prescriptions for nicotine dependence, document notes, measure carbon monoxide, assess spirometry, and provide lung cancer screening referrals.
Referral process	Self-referrals and providers from UIH and outside

Center for Women’s Health Outpatient Care Center – Suite 4C (312) 996-1123 PharmD Clinic hours: M 1:00PM - 4:30PM; W 8:30AM-12:00PM; TH 8:30AM – 4:30PM	
Pharmacist(s)	Katie Kaczmariski
Cross-covering pharmacist or physician	
Common Disease States	High risk OB, Contraception/emergency contraception, STDs and other vaginal infections, urinary tract infections, medication use in pregnancy and lactation, gestational diabetes, smoking cessation and asthma in pregnancy, menopause
Managed by	Pharmacists + interdisciplinary clinic
Typical census	4 - 6 patients per half day of clinic + clinical outreach QI
Appointment type	Patients are referred to PharmD service for co-management or scheduled as drop-ins/consults.
Pharmacist responsibilities	High risk OB patients are screened by the pharmacist independently for medication/vaccine issues and then managed in a multidisciplinary clinic. During referral visits for DM, asthma, and smoking cessation, the clinical pharmacist is managing patients through hospital-wide protocols for these conditions. The PharmD service also provides patient education including: gestational diabetes new patient education, insulin teaching, asthma action plans, LMWH teaching, etc.
Referral process	Patients referred from The Center for Women's Health and Mile Square OB service; Patients referred using OB/GYN PharmD Referral order in Epic.