

The Clotting Connection

A Newsletter for Families with Bleeding and Clotting Disorders



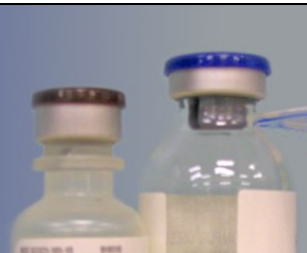
University of Colorado
Anschutz Medical Campus
Hemophilia and Thrombosis Center

Affiliated with
Children's Hospital Colorado
and University of Colorado Hospital

HTC PHARMACY IMPROVEMENTS

Pharmacy

Not for Profit 340B Program
Low-Cost Provider
Factor Ordering & Delivery



Our HTC Pharmacy has been busy working on some exciting improvements over the past year.

They are very happy to finally have a web page dedicated to

just the pharmacy now available as a part of our HTC website. They would love for you to check out the page and add it to your favorites.

The HTC Pharmacy hopes this online resource will be a convenient way for patients to access pharmacy hours, contact information, and shipping schedules. More pages will be added in the coming year and the pharmacy welcomes your feedback. If you have a suggestion for what you would like to see available online, feel free to contact us.

In addition, the HTC Pharmacy will begin sending out short and easy surveys in 2017 asking for your feedback on how they are doing. These surveys help our Pharmacy learn areas where they are performing well and areas where improvement is needed. Your honest feedback can help us design systems to improve care for all patients. If you receive a survey, you can respond by filling it out and simply mailing it back to us or you can hop online and fill out an online version. Please note these surveys will be anonymous and are purely optional.

As a reminder, please be sure to return your signed packing slips to the pharmacy. These forms are clearly stamped in red and need to be signed and returned in the envelope included with your order. Our pharmacy must have these as part of our records to remain compliant and keep factor prices low. Without these as documentation any future orders may not be fulfilled or patients may be liable for the full costs. Thank you for your help in keeping us compliant by returning these forms!

To find our new pharmacy page, go to **www.medschool.ucdenver.edu/htc** and then select the Pharmacy tab at the top.

Please feel free to send us a note at **hemophilia@ucdenver.edu** if you have other feedback, ideas, or suggestions.



Our pharmacists, Ali Shomerus, Desi Hill, Paul Limberis, and Pharmacy Tech Kara Taylor. Photo: Marilyn Manco-Johnson

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INSIDE THIS ISSUE

- Pharmacy Update
- Meet our Front Desk
- Holiday Shipping Deadlines
- Return your packing slips
- Black and Blue Gala
- Holiday Closures
- News
- Events

Find us on Facebook, Twitter, and our website for frequent updates on news and events.



Go to facebook.com/ColoradoHTC



Go to twitter.com/HTCColorado



Website: Go to medschool.ucdenver.edu/htc



Email:
HTC.Newsletter@ucdenver.edu

MEET OUR PATIENT SERVICES COORDINATORS



Beverly Aron & Rose Drake handle the front desk at the HTC.
[Photo: Merilee Ashton]

When you walk into our clinic, the first people to greet you are usually Beverly Aron or Rose Drake, our two front desk Patient Services Coordinators. Their job is to greet you in person or on the phone, schedule appointments, and assist our patients as they attend our HTC clinic. These two delightful women are always friendly and helpful and we at the HTC enjoy working with them on a daily basis. We chatted with Beverly and Rose to let you know a little more about them.

Beverly grew up in Little Rock, Arkansas and has been working in the health care industry in some way for 30 years. She's been at our HTC for four years and really appreciates being able to help patients and families as they come to our clinic. She came to our center after working in several clinics and loves working at the HTC. Beverly likes relaxing and watching a good movie, or taking in a play, going for walks, and enjoys traveling. In particular, she is fond of visiting Georgia, Texas and California where she has friends and family. Beverly has a wonderful sense of humor and told us, "I want to make a person smile every day!"

Rose was born and raised here in Aurora, Colorado and loves living here with her four children. She has been at our HTC clinic since July and really enjoys working here. Rose told us she loves to work with Beverly, who makes her laugh. She adores the mountains and spends a lot of time camping and fishing with her family. Rose has an extended family member who has hemophilia, so she really likes working in an environment where she knows the clinic is helping people she knows personally. The knowledge she gains from working at our center has helped her understand bleeding disorders better and what options are available.

They both expressed that it is a pleasure working at the HTC and having the opportunity to help patients and get to know their families. Next time you are in, say hello to Beverly and Rose, and we hope they make you smile.



Be aware that our offices, clinic and pharmacy will be closed on the following dates:

Fri & Mon, Dec. 23 & 26, 2016

Fri & Mon, Dec. 30 & Jan 2, 2017

Please plan ahead and order any factor or other supplies you may need in time for these closures.

Shipping deadlines, closure dates and after hours information can be found on our website at:

www.medschool.ucdenver.edu/htc and click on the CONTACT US Page

Happy Holidays from the HTC!

RETURN YOUR PACKING SLIPS

Our Pharmacy is required to have records on file about the medications and supplies they send out. When you receive factor or other items from our HTC Pharmacy, please remember to return the delivery receipt **stamped in red ink**. Instructions are included in the packaging.

These packing slips must be signed, dated and mailed to us. There is a self-addressed and stamped envelope provided to make returning the delivery receipt easy and painless.

Unfortunately, failure to return the signed packing list verifying that you received the medications could result in a delay in receiving your next factor order or possibly being held financially responsible for the order.

THANK YOU for your help! Returning this packing slip is a requirement for us to comply with regulations.

Please contact us if you have questions. Our main pharmacy line is 303-724-0168 or toll free at 888-724-7427 and our email is: hemophilia@ucdenver.edu.

Pharmacy:
303-724-0168

HOLIDAY & STANDARD SHIPPING DEADLINES

Holiday and regular shipping schedules for our pharmacy factor and other medical products are now available on our website.

Winter weather conditions in the Rocky Mountain region are often unpredictable. Please ensure that you have enough factor to survive shipment delays or FedEx holiday closures affecting pickup or delivery.

FedEx shipping deadlines for the holidays:

Last date to ship:

Before Christmas Holiday: Thursday, December 22nd

Before New Year's Holiday: Thursday, December 29th

Our regular shipping schedule is below and is now on our website. Please note—if you need to order on a Friday (outside the local area), your order will not be sent until Monday unless it is an urgent need. Urgent orders will be expedited and sent to arrive Saturday. Please make a note of our regular shipping schedule, and happy holidays from the HTC Pharmacy!

Order date (by 2pm MST)	Local Delivery Date (within 20 mile radius of HTC)	Delivery Date (FedEx)
Monday	Monday	Tuesday
Tuesday	Tuesday	Wednesday
Wednesday	Wednesday	Thursday
Thursday	Thursday	Friday
Friday	Friday	Saturday (if urgent & available)

DID YOU GO BLACK AND BLUE?



Kristi, Desi and Lynn were among the crowd at the Black and Blue Gala this year. Photo: NHF Colorado

Several of the HTC staff were able to attend the Annual Black and Blue Gala, an event to support the Colorado Chapter of the National Hemophilia Foundation. Held this year at the **Howl at the Moon Piano Bar**, our staff enjoyed visiting with families from the bleeding disorder community here in Denver and kicking back and enjoying an evening of fun. Despite the onset of snow, there was a really great turnout and a lot of support from a very energetic group.

The event is a fundraiser with all proceeds invested into the NHF Colorado Chapter programs used throughout the year to support patients and their families with bleeding disorders. There was a silent auction with many really great prizes to bid on, and the dueling pianos at the location were very fun for all who were able to attend.

If you were unable to attend, we would love to have you join us and the NHF Colorado Chapter next year at this fun event. Look for details at our website, social media and newsletter or check with the chapter for this and other great events for the bleeding disorder community. We thank all who participated and supported this event for the Colorado Chapter. For more information about the NHF Colorado Chapter and the wide variety of educational and support activities they sponsor throughout the year, including Mile High Summer Camp, please visit their webpage at www.cohemo.org.

RECENT HEADLINES

These are a few of the headlines that we've recently featured on our home page or on Facebook.

We maintain a Newsroom page at our website with a list of the news we feel may be of interest to our patients and families. To see more head to: www.medschool.ucdenver.edu/htc then find the **RESOURCES** tab, and go to the **NEWSROOM** page. Find other stories at our Facebook page at www.facebook.com/ColoradoHTC/

NovoSeven Resolves 96.5% of Bleeds in Hemophilia A & B Patients

Vonvendi, Treatment for VWD, Meets Endpoint Study

CRISPR Used for First Time to Correct Hemophilia in Mice

Biogen Presents Updated Data for Eloctate and Alprolix

uniQure Announces Data from AMT-060 Phase I/II Trial

UPCOMING EVENTS

Mark Your Calendars for 2017:

Dec 23 & 26: Clinic and Admin closed for Christmas Holiday

Dec 30 & Jan 2: Clinic and Admin offices closed for New Year's Holiday

Jan 16: Clinic and Admin offices closed for Martin Luther King, Jr. Holiday

Feb 20: Clinic and Admin offices closed for President's Day

May 29: Clinic and Admin offices closed for Memorial Day

July 14-15: Mile High Summer Camp-Leadership Retreat

July 16-21: Mile High Summer Camp

See more at our Events Page on our website: www.medschool.ucdenver.edu/htc find **RESOURCES** tab, go to **EVENTS**

Hemophilia & Thrombosis Center

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Aurora, CO 80045

Clinic Main: 303-724-0724
or toll free at 888-297-0724
Pharmacy Main: 303-724-0168
or toll free at 888-724-7427

Web page:
<http://medschool.ucdenver.edu/htc>

PLEASE
PLACE
STAMP
HERE