

Specialty Pharmacy

Please rate the following service attributes regarding the specialty medication you or your family member filled with Publix Specialty Pharmacy. Please be assured that this survey is confidential and your responses will not be tied back to you in any way:

Overall Experience

Overall, I am satisfied with my experience using the Publix Specialty Pharmacy.

- Strongly Agree Agree Neither Agree nor Disagree
 Disagree Strongly Disagree N/A

On a scale from 0 to 10, how likely are you to recommend Publix Specialty Pharmacy to your family or friends?

- (Not At All Likely) 0 1 2 3 4 5 6 7 8 9 10 (Extremely Likely)

Your Prescription Order

Overall, the prescription order process was easy.

- Strongly Agree Agree Neither Agree nor Disagree
 Disagree Strongly Disagree N/A

Please indicate the timeliness of your prescription fill. My prescription was received:

- Before the expected date
 On the expected date
 After the expected date, but did not affect my treatment plan
 After the expected date, and my treatment plan was affected
 N/A

I am satisfied with the support I received regarding my insurance coverage and out-of-pocket costs.

- Strongly Agree Agree Neither Agree nor Disagree
 Disagree Strongly Disagree N/A

My prescription order was dispensed accurately.

- Strongly Agree Agree Neither Agree nor Disagree
 Disagree Strongly Disagree N/A

Our Staff

Overall, having the specialty pharmacy involved in this process was helpful.

- Strongly Agree Agree Neither Agree nor Disagree
 Disagree Strongly Disagree N/A

I am confident in the information I received from the specialty pharmacy.

- Strongly Agree Agree Neither Agree nor Disagree
 Disagree Strongly Disagree N/A

I am satisfied with the knowledge level of the specialty pharmacy staff.

- Strongly Agree Agree Neither Agree nor Disagree
 Disagree Strongly Disagree N/A

I am satisfied with the clinical assistance and education I received.

- Strongly Agree Agree Neither Agree nor Disagree
 Disagree Strongly Disagree N/A

The specialty pharmacy staff were courteous and friendly.

- Strongly Agree Agree Neither Agree nor Disagree
 Disagree Strongly Disagree N/A

I felt the specialty pharmacy listened to my concerns.

- Strongly Agree Agree Neither Agree nor Disagree
 Disagree Strongly Disagree N/A

I felt the specialty pharmacy cared about meeting my needs.

- Strongly Agree Agree Neither Agree nor Disagree
 Disagree Strongly Disagree N/A

Our Communication with You

The level of communication I received kept me well informed throughout the prescription order process.

- Strongly Agree Agree Neither Agree nor Disagree
 Disagree Strongly Disagree N/A

During the prescription order process, my phone calls were answered promptly.

- Strongly Agree Agree Neither Agree nor Disagree
 Disagree Strongly Disagree N/A

I am satisfied with the ability to contact the specialty pharmacy after business hours.

- Strongly Agree Agree Neither Agree nor Disagree
 Disagree Strongly Disagree N/A

When I left messages for the specialty pharmacy, my call was returned in a timely manner.

- Strongly Agree Agree Neither Agree nor Disagree
 Disagree Strongly Disagree N/A

The frequency of communication from the staff through my prescription order was satisfactory.

- Strongly Agree Agree Neither Agree nor Disagree
 Disagree Strongly Disagree N/A

The reminder phone calls I receive for my prescription refills are helpful.

- Strongly Agree Agree Neither Agree nor Disagree
 Disagree Strongly Disagree N/A

Please use this space to provide any additional comments. If you would like us to contact you to discuss further, please include your name and contact information. _____

Please mail your response to: Publix Specialty Pharmacy,
Attn: Quality Dept., 1950 Sand Lake Rd., Bldg. #5, Orlando, FL 32809.
You can also fax your response to 1-863-413-5723.