

Our staff.

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

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

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

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

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

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

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

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

The specialty pharmacy staff were courteous and friendly.

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

I felt the specialty pharmacy listened to my concerns.

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

I felt the specialty pharmacy cared about meeting my needs.

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

Our communication with you.

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

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



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

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

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

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

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

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

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

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

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

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

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.**

