

# SPECIALTY PHARMACY PATIENT SATISFACTION SURVEY

Please rate the Publix Specialty Pharmacy services by indicating your level of agreement with each of the following statements. This survey is confidential, and your responses are anonymous.

## Overall Experience

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

- N/A     Strongly Disagree     Disagree     Neither Agree or Disagree  
 Agree     Strongly Agree
- 

I can recommend this service to my family and/or friends without hesitation.

- N/A     Strongly Disagree     Disagree     Neither Agree or Disagree  
 Agree     Strongly Agree

## Your Prescription Order

Overall, the prescription order process was easy.

- N/A     Strongly Disagree     Disagree     Neither Agree or Disagree  
 Agree     Strongly Agree
- 

Please describe the timeliness of filling your prescription. 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  
 Does not apply
- 

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

- N/A     Strongly Disagree     Disagree     Neither Agree or Disagree  
 Agree     Strongly Agree
- 

My prescription order was dispensed accurately.

- N/A     Strongly Disagree     Disagree     Neither Agree or Disagree  
 Agree     Strongly Agree

## Our Staff

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

- N/A     Strongly Disagree     Disagree     Neither Agree or Disagree  
 Agree     Strongly Agree
- 

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

- N/A     Strongly Disagree     Disagree     Neither Agree or Disagree  
 Agree     Strongly Agree

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

- N/A     Strongly Disagree     Disagree     Neither Agree or Disagree  
 Agree     Strongly Agree
- 

The specialty pharmacy staff was courteous and friendly.

- N/A     Strongly Disagree     Disagree     Neither Agree or Disagree  
 Agree     Strongly Agree
- 

I felt the specialty pharmacy listened to my concerns.

- N/A     Strongly Disagree     Disagree     Neither Agree or Disagree  
 Agree     Strongly Agree
- 

I felt the specialty pharmacy cared about meeting my needs.

- N/A     Strongly Disagree     Disagree     Neither Agree or 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 or Disagree  
 Agree     Strongly Agree
- 

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

- N/A     Strongly Disagree     Disagree     Neither Agree or 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 or Disagree  
 Agree     Strongly Agree
- 

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

- N/A     Strongly Disagree     Disagree     Neither Agree or Disagree  
 Agree     Strongly Agree
- 

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

- N/A     Strongly Disagree     Disagree     Neither Agree or Disagree  
 Agree     Strongly Agree
- 

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

- N/A     Strongly Disagree     Disagree     Neither Agree or Disagree  
 Agree     Strongly Agree

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