

## 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

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

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

### Your Prescription Order

**Overall, the prescription order process was easy.**

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

**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.**

- 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 level of knowledge of the specialty pharmacy staff.**

- 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 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