

Important information about your order

We value our customers and want to continue to provide excellent customer service. You can help us by verifying the accuracy of your shipments upon receipt. Please call your pharmacy team at **1-855-RxPublix** (1-855-797-8254) to report any concerns or discrepancies.

Therapy information

The pharmacist is available, at the number listed on the label of your medication for counseling on the medications provided to you.

Written information about this prescription has been provided for you. Please read this information before you take the medication.

Call your doctor for medical advice about side effects. You may also report side effects to the Food and Drug Administration at **1-800-FDA-1088**.

The pharmacy reports prescriptions for controlled substances to prescription monitoring programs as required by state law. This information may be requested by specific individuals from state prescription drug monitoring programs for a limited number of purposes as authorized by state law.

What you may need to know

To reach your Publix Specialty Pharmacy team of pharmacists and Patient Care Coordinators, please call 1-855-RxPublix (1-855-797-8254). We can also be reached by email at specialty.pharmacy@publix.com and emails will be responded to within one business day.

Your Publix Specialty Pharmacy team can:

- Schedule a refill shipment
- Provide clinical support
- Check the status of your order
- Answer billing or insurance questions

Hours of operation

Our pharmacy is open to assist you Monday through Friday, 9 a.m. to 8 p.m. (Eastern Standard Time).

A pharmacist is also available 24 hours a day, 7 days a week to answer clinical questions, if needed. Simply call 1-855-RxPublix (1-855-797-8254) and one of our pharmacists will return your call within 30 minutes.

The pharmacy will be closed on the following holidays:

- New Year's Day (January 1)
- Easter
- Memorial Day (last Monday in May)
- Independence Day (July 4)
- Labor Day (first Monday in September)
- Thanksgiving (fourth Thursday in November)
- Christmas (December 25)

Comprehensive clinical care

Publix Specialty Pharmacy offers personalized patient care and access to pharmacists 24 hours a day, seven days a week. This means that we're available whenever you need us to discuss your medication and possible side effects.

Medication history

To provide complete care, we need to know about your current medications, allergies, and health conditions.

Medication questions

Telephone consultation with a pharmacist regarding your medication(s) is available to you. To speak to a pharmacist, please call **1-855-RxPublix** (1-855-797-8254) or the number on your prescription label. In case of an emergency, call 911 immediately.

Special packaging and shipping

To ensure the effectiveness of your medication, Publix Specialty Pharmacy uses special packaging and expedited shipping. We do this because under certain circumstances, a medication's effectiveness could be affected by exposure to extreme heat, light, cold, or humidity. You may also notice a change in the number of ice packs used, or if they're frozen or unfrozen. These factors may change based on the time of year.

Insurance changes

To prevent your medication therapy from interruption, please let us know immediately about any change in your insurance coverage. This will help ensure a smooth transition and prevent shipping delays for your medications. In the event that your insurance has changed and our pharmacy cannot fill your prescription, we will transfer your prescription to a pharmacy that is allowed to fill your prescription according to your health plan coverage.

Social and financial support

At Publix Specialty Pharmacy, we know that living with illness can be difficult. That's why we're here to help. Our goal is to support you and your doctor so you receive the best possible care throughout your treatment. As advocates for your health, we are here to help answer any questions you may have—even the stressful ones. The pharmacy team members are available to help identify community assistance programs in your area and programs that may offer financial help.

Generic substitution

Publix Specialty Pharmacy will substitute a lower-cost medication for a brand-name drug unless you or your doctor specifically requests a brand-name drug.

Report your side effects

Call your doctor for medical advice about side effects. You may report side effects to the FDA at **1-800-FDA-1088** (1-800-332-1088) or the FDA/MedWatch website at [fda.gov/medwatch](https://www.fda.gov/medwatch).

Additional information

For patients who are non-English-speaking, translation services are provided. For more information, call **1-855-RxPublix** (1-855-797-8254) or the number on your prescription label.

For instructions on the proper disposal of unwanted or unused medications, please call **1-855-RxPublix** (1-855-797-8254) or refer to the FDA website at [fda.gov/forconsumers/consumerupdates/ucm101653.htm](https://www.fda.gov/forconsumers/consumerupdates/ucm101653.htm).