

PUBLIX SPECIALTY PHARMACY'S PATIENT SATISFACTION SURVEY

Regarding the medication you or your family member filled with Publix Specialty Pharmacy, please rate the following service attributes. 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.

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

I will recommend this service to my family and/or friends in need.

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

Your Prescription Order

Overall, the prescription order process was easy.

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

My prescription order was dispensed accurately.

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

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 level of knowledge of the staff in the specialty pharmacy.

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

The specialty pharmacy staff was 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
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During the prescription order process, my phone calls were answered promptly.

- N/A Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree
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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
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When I left a message 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 throughout 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 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**