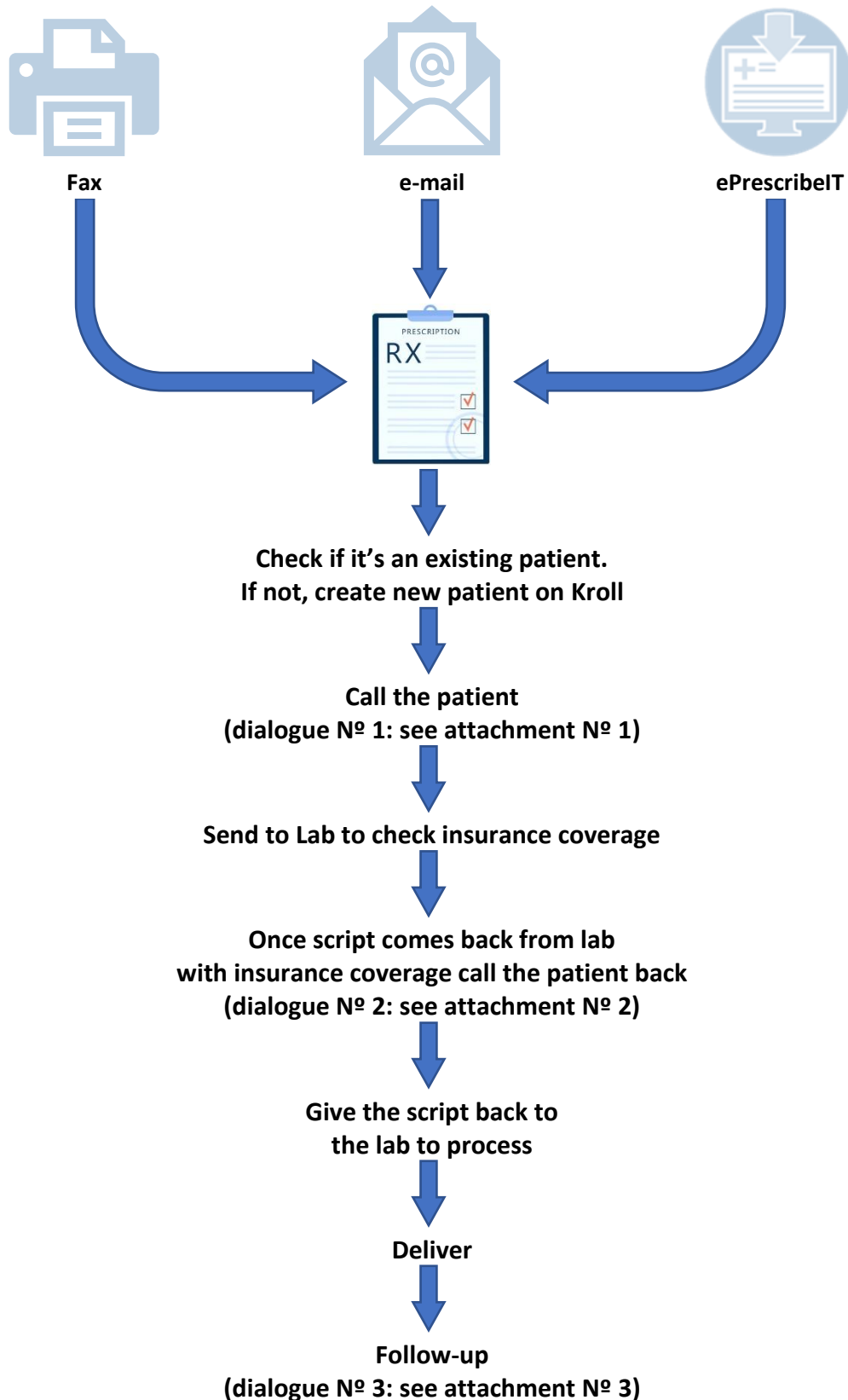


Prescription Life Cycle



Attachment N° 1: Dialogue #1

Hi, may I please speak with _____. Hello, my name is _____ and I'm calling from M-Line Pharmacy. The reason for my call is that we have received a prescription from Dr. _____ for a topical pain cream for you called Multiprofen, and I need a little more information from you to fill the prescription.

- **Is this the best number to call you at? Is a cell better?**
- **Spelling of first and last name**
- **Date of birth**
- **Address and postal code**
- **Email**
- **Do you have any drug allergies?**
 - If yes, record the names of the drugs
 - If no, record NKDA
- **Are you allergic to any sunblock?**
 - If yes, get the name of the ingredient (if they know it)
 - If no, record NSB
 - If patient asks why:
- **Are you currently on blood pressure medications or blood thinners?**
 - If yes to blood pressure, record and ask if the blood pressure is controlled
 - If yes to blood thinners, record yes
 - If no to both, record BP/BT no
- **Any skin conditions (i.e., eczema/psoriasis/dermatitis) and to which area(s)? Is it controlled?**
 - If yes, record, i.e., eczema on hands/scalp controlled/not controlled
 - If no, record NKSC
- **Any kidney or liver issues we should be aware of?**
 - If yes, record the issues, i.e., fatty liver
 - If no, record NKKI
- **Are you currently on pain meds?**
 - If yes, record i.e., Naproxen, Tylenol as needed
 - If no, record PM no
- **Where is the location of your pain?**
 - Specify R/L and area, i.e., right knee, arthritis

NOTE: If the patient states existing severe medical conditions, i.e., heart/stroke or conditions where they shouldn't be using an anti-inflammatory etc., and they or we are unsure they should be using the cream, transfer the call to the Lab Pharmacist to let him/her speak to the patient. If the Lab Pharmacist is unavailable, send him/her an email asking to call the patient back. Wait to hear back from the pharmacist with directions.

- **Do you have any private insurance that covers prescription medication?**
 - If yes, ask if they are the cardholder or if it is their spouse
 - Then ask for Insurance Provider, Plan #, Carrier Code, ID #
For example, CH/Sunlife 16-001234-0056789101-11 (record on the script)
 - If the patient says they cannot find a carrier code, ask if the plan is a pay and submit plan.
 - If they have no idea who their insurance company is or cannot find their card, ask for the name and phone of their Pharmacy so we can call to get the billing info from them.

NOTE: If they are reading from a claim form or online, tell them we need the info from their card as the form they are reading from may be missing some zeros.

If the patient does not have Insurance, offer the discounted cost.

Then Say: We will now check with the Insurance Company to find out exactly how much is covered and will call you back to let you know before we do anything further. Thank you so much; I will get back to you as soon as we hear back from the Insurance.

Some questions patients may ask:

1. “Why are you calling me from Hamilton? I live in ____, and I have a Pharmacy I already deal with”

This is a compounded prescription. It is a cream that is a patented and trademarked product, only available and made here at M-Line Pharmacy. Your Pharmacy may say they can make it, but it will not be the Multiprofen your doctor prescribed.

We deliver or send by Courier, free of charge across Canada.

2. “I cannot afford it, or I don’t want the cream.”

That’s fine; I can understand that. Keep in mind that the prescription will be kept on hold. If you decide later on that you wish to have it filled, please don’t hesitate to give us a call, and we will have it sent out to you in the next day or so.

3. “The doctor hasn’t told me much about this cream; what is it all about?”

Multiprofen is a Multimodal topical pain cream that is made here at M-Line Pharmacy. It has four ingredients: a pain reliever, a muscle relaxant, an anti-inflammatory, and an anesthetic.

4. “Is this new?”

Absolutely not. It has been around for years.

5. “What is the shelf life/expiry of the cream?”

Multiprofen CC: it has been tested for 12 months.

Rest of the line: it has been tested for 6 months.

After that time, it will lose potency.

6. “How long will the 100gm/200gm last?”

It is different for each person and dependent upon what area you are applying it to and how often the cream is used. Keep in mind that you only need to apply a small dime amount to the area and make sure it is massaged in for at least 30 seconds to 1 minute. It can last anywhere from 4-6-8 weeks, depending on how much is used.

7. “Wow, that is too expensive!” (If the Rx is for the 200 gm)

After quoting the price for the 200 grams and getting a reaction of being too costly, add: “you can always take half of the quantity to see if it works for you, and the price would be less.” Then give the cost for the 100 grams.

Attachment N° 2: Dialogue #2

- **Discuss the outcome of the insurance coverage:**

- We ran the cost of the cream through your insurance; it came back with an out-of-pocket amount of i.e., difference of \$46.75, which includes a special service charge. Are you ok to pay this?
- If the patient wants to know what's the special service charge → answer: it's a service fee that we charge at the pharmacy level and it's not submitted to the insurance.
- If the patient is not happy with that answer and wants to know more → answer: due to changes in compounding regulations, pricing, and insurance policies that happened over the last few months we need to add this service fee in order to maintain the level of service and quality we've provided all these years.
- If the patient doesn't want to pay the special service charge → you have the option to pay the full amount (with no special service fee) and then submit the receipt manually to your plan.

- **If the patient is ok to pay:**

- If the patient is local, we deliver right to their door. The options for payment are cash, debit, or credit card at the time of delivery or e-transfer and credit card upfront.
- If the patient is out of town, we deliver via Canada Post Courier, UPS, or Purolator (depending on area). It must be paid up front. We accept e-transfer and credit card upfront.
 - ✓ Record in note how the patient is going to pay
 - ✓ If the patient wants to do an e-transfer, send them instructions via email.
 - ✓ If the patient wants to pay via credit card, record in system on the "credit card information" section.

- **Arrange delivery:**

- If local: 9am-12pm, 12pm-5 pm and after 6 pm.
- Nonlocal: Canada Post (within Ontario), Courier (UPS/Purolator outside of Ontario). *An email is needed in the system to send the patient the tracking number.

- **Indications:**

- Dispense a dime-sized amount of cream and spread gently for about 30 seconds. Wash your hands after each application (unless the patient is treating the hands).
- We recommend using the cream three times a day.
- To prevent skin reactions, minimize exposure to sunlight or high-intensity light (solar beds). Protect the treated areas from UV light by wearing clothing while outdoors (even if it is cloudy) during treatment and for two weeks after stopping treatment.
- Avoid direct contact of the treated area with another person, children or pets for a few hours after applying the cream to prevent transferring of the product.
- Do not apply a heated pad when the cream is on the skin.

- **Tell the patient** "If you have any further questions or concerns or if you need to report a reaction to the cream, do not hesitate to contact us by phone or email"

- **Thank the patient for their business and remind them if they have refills on file.**

- **Give the script back to the lab to process.**

- **If the patient does not want to proceed:**

- Inform the patient that we can place the script on hold and is good for one year. Let them know, they can call us back at any time within the year to discuss the cream.

Attachment N° 3: Dialogue #3

Hello, my name is _____ and I am calling from M-Line Pharmacy. The reason for my call is that you received a prescription for the Multiprofen (type) topical cream that Dr. _____ prescribed for your _____ in (month-beginning/mid/end). I am calling to follow up on how the cream is working for you.

Note: if the patient doesn't recognise the name of the doctor, it was probably a virtual doc.

- If the patient is happy with cream, ask if they would like a refill. If so, gather all info from below.
- If not, thank them and let them know if they need Multiprofen, the refills will remain on file at M-Line Pharmacy.
- There will be two different scenarios: patients with refills on file and patients with no refills on file:

Patient with refills on file:

You have X refills in file. I need to confirm with you the following information:

- ✓ Did you have any changes in your health?
- ✓ Has there been any changes to your address and confirm what we have on file.
- ✓ Confirm email.
- ✓ Is there any insurance change?
- ✓ Is there any change in your payment method?
- ✓ We will process this and will schedule the delivery for you. If the price changed, we would call you again to let you know before proceeding.

Delivery:

- If local: 9am-12pm, 12pm-5 pm and after 6 pm. The delivery should be scheduled for the day after (i.e.. call is on Monday, should be scheduled for Wednesday or later).
- Nonlocal: Canada Post (within Ontario), Courier (UPS/Purolator outside Ontario). *An email is needed to send the patient the tracking number.

Patient with no refills on file:

You do not have any refills in file. We can fax your doctor to ask him/her for a refill (ask for doctor contact information -name and phone number-).

I also need to confirm with you the following information:

- ✓ Did you have any changes in your health?
- ✓ Has there been any changes to your address and confirm what we have on file.
- ✓ Confirm email.
- ✓ Is there any insurance change?
- ✓ Is there any change in your payment method?
- ✓ Once we receive the prescription from your doctor, we will call you to schedule the delivery. We usually fax the doctor three times. If your doctor does not respond, I will contact you again to let you know.

- If the patient is not 100% happy with cream/states that cream is okay but not great/expected more, ask if they have used as directed 3x per day for 3-5 consecutive days and massaged for 1 minute each time. If they have not been using as they should, suggest that they try using as directed for better results/more relief. We schedule another follow up call.
- If they have used as directed and are not seeing any benefit, mention that there are other creams available, not necessarily stronger, but with different ingredients, and ask if they would like to speak to our pharmacist to discuss the options (at this point send an email to Tanya and she will have a pharmacist connect with them).
- If the patient has had a reaction/rash, etc., ask if they would like to speak with the pharmacist. If they do not want to speak to pharmacist, get details of reaction and email Tanya the information.