

Hemowise[®]

Bringing you words of wisdom from CVS Specialty[®]

What to expect during your medication refill calls

When you get a call to refill your medication, it's a chance to ensure you're getting the best care. We'll ask a series of questions to gather essential information.

Here are some questions we may ask during the call:

1. What's your current weight? Has your weight changed?

Why we ask: Your hemophilia medication doses are based on your weight. If you gain or lose weight, your doctor may need to change your dose to make sure you get the right amount of medication.

2. Do you have factor on hand to treat an active bleed?

Why we ask: It's crucial to treat active bleeds within 3 hours. This can help prevent joint damage or other serious injuries. We want you to have the factor you need when you need it.

3. If you use a factor product for prophylactic treatment, do you have doses on hand? If so, how many?

Why we ask: We want you to have enough stock to follow your prophylactic dosing regimen. Missing your doses could lead to spontaneous bleeds.

4. Are you having an active bleed now?

Why we ask: Follow your treatment plan and if the bleeding doesn't stop, call your hemophilia treatment center (HTC). It could mean you may have developed



an inhibitor. If you're experiencing a serious or life-threatening bleed, go to the emergency room right away.

5. How many bleeds have you had since your last fill?

Why we ask: The number of bleeds helps us check how well your current treatment is working. It also helps us know if you're following your prophylactic treatment, and if you have developed a target joint or inhibitor. This is also a chance to review if your bleeds are from specific activities or if they're spontaneous.

6. How many doses or infusions have you received since your last fill?

Why we ask: This helps us know if you're following your treatment, which is an important part of managing hemophilia. If you need support, we're here to help.

Call questions continued

7. When is the next dose due?

Why we ask: Knowing your next dose helps us make sure you have enough medication. It also lets us refill the order on time to keep your treatment on schedule without any breaks.

8. Do you need supplies today? If so, which ones?

Why we ask: It's important to have the right supplies on hand for your infusions. We want you to have what you need without storing items you may not use.

Preparing for your medication refill

We want to make your medication refill process as smooth as possible. To help, here are some tips to help you prepare for the call:

- Check your inventory:** Keep a log of the vials, prefilled pens or syringes you use. Check your supplies routinely and note how many you may need. If you're unsure, count them before the call and have the number ready.
- Discuss your health:** Write down any new symptoms, bleeding episodes, changes in daily activities, and side effects or reactions to your medication.
- Track your weight:** Keep a record of your weight and any major changes.
- Monitor your bleeds:** Log all bleeds with the date, time, location and any triggering activities. Note if they resolve within the expected time frame.
- Stay on track:** Follow your dosing schedule closely and keep a record of each dose. Discuss any issues you may have with your HTC.

CVS Specialty® is accredited by The Joint Commission* and URAC**

What this means: The Joint Commission and URAC are organizations that set high standards for health care quality, safety and efficiency. We must meet these standards to communicate with all patients and to manage prescriptions.

Why it matters: To meet these standards, we'll ask you specific questions for all prescription refills. This helps make sure you receive the best possible care, and that your medication and supplies are managed safely and effectively.



We look forward to talking with you.

Go through the checklist above to get ready for your refill call. Having this information at your fingertips will help ensure a smooth and speedy call.

*JCAHO stands for Joint Commission on Accreditation of Healthcare Organizations, a private, not-for-profit organization that accredits and evaluates healthcare organizations. The Joint Commission is the oldest and largest accrediting and standards-setting body in the United States for healthcare. It sets guidelines and standards to improve the quality, effectiveness, and safety of healthcare. The Joint Commission's standards are considered to represent the national consensus on quality patient care. CVS Specialty is required to meet standards for all patient communication including specific questions required for all prescription refills.

**Utilization review accreditation commission (URAC) provides accreditation to healthcare organizations, focusing on quality standards. It ensures that healthcare organizations meet criteria for operational excellence, patient care and compliance with industry practices. URAC accreditations helps improve the quality, efficiency, and safety of healthcare delivery. CVS Specialty prescription management criteria are set based on URAC standards.

This information is not a substitute for medical advice or treatment. Talk to your doctor or health care provider about your medical condition and prior to starting any new treatment. CVS Specialty assumes no liability whatsoever for the information provided or for any diagnosis or treatment made as a result.

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