

Accredo Specialty Pharmacy Survey

OMB CONTROL NUMBER: 0704-0553

OMB EXPIRATION DATE: 05/31/2025

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Specialty Pharmacy Survey Opening Statements:

- Hello, this is <Accredo>, calling with some important questions for <first name> <last name>. Is this <first name>?
 - o If Yes: continue
 - o If No: go to **Unavailable**
- All right, Great. This call may be recorded for quality assurance and any of the information you share is confidential. We need to gather some important information from you about how you get your prescriptions. Please say yes or no, may I continue?
 - o If Yes: Okay (continue)
 - o If No: Okay, when it is a convenient time for you, please call us back toll-free at 1 <Eliza Inbound Number>. TTY users should dial <TTY Number>. Would you like be to repeat that? (if yes, repeats message) Thank you for your time, and have a good <day/evening>. Goodbye
- According to our records, you've used <Accredo> to get your prescriptions recently. We'd like to get better at what we do – and it starts by learning from you. Just to confirm, please tell me yes or no, have you filled a prescription using your specialty pharmacy in the last 30 or more days?
 - o If Yes: Okay. We would like to ask you about your experience. (continue)
 - o If No: Okay. Then it doesn't sound like these survey questions will be relevant for you. Thank you for your time. Have a good <day/evening>. Goodbye.

Specialty Pharmacy Questionnaire

- 1) First, using a scale from 0 to 10, where 0 means 'not at all likely', and 10 means 'extremely likely', how likely would you be to recommend Accredo Specialty Pharmacy to a co-worker, close friend, or relative? Please say or press a number between 0 and 10.

We would like to hear a bit more about why you selected that rating. So after the tone, in your own words, please tell us: what is the single most important thing your specialty pharmacy can do to improve your pharmacy experience? Please do not include personal identifiable information in your response. [Open-ended]

- 2) Next, we're going to ask you to answer a little differently. For this question, we'll use a scale from 1 to 5. 1 is the low score and means you're very dissatisfied, and 5 is the high score and means you're very satisfied. Now, how would you rate your overall experience with your specialty pharmacy? Please say a number from 1 to 5.
- 3) For the next question, we'll use the same scale from 1 to 5. This time, 1 means you strongly disagree, and 5 means you strongly agree. Now, please think about the entire experience and process involved with your most recent order. How much do you agree with the following statement? Accredo made it easy to handle my request. Please say a number from 1 to 5.
- 4) And on a scale from 1 to 5, where 1 means 'very dissatisfied' and 5 means 'very satisfied', please rate how satisfied you are with the level of care you've received from your specialty pharmacy.
- 5) Some of our patients have worked with Accredo nurses – and it's important for us to understand how we can make that a great experience. Please tell me yes or no, has an Accredo nurse met with you in your home in the past six months?
 - a. IF YES
 - b. And when the nurse visited your home within the past 6 months, did they wash their hands at the beginning of your visit? Please say yes, no, or I'm not sure.
- 6) Have you spoken with one of our Accredo nurses on the phone in the past six months?
 - a. IF YES
 - b. Now we're going to go back to that 1 to 5 scale. This time, 1 means 'very dissatisfied' and 5 means 'very satisfied'. How satisfied are you with Accredo nursing services? Please say a number from 1 to 5.

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- 7) And on the same scale from 1 to 5, how satisfied are you with the ability of nursing services to help you manage your pain? Please say a number from 1 to 5.

Next, we'd like to ask you for your thoughts about safety and quality. This time, we want to hear from you in your own words. So, after the beep, please share how you think we can improve the safety and quality of Accredo nursing services. Please do not include personal identifiable information in your response. If you don't have anything to share, you can just say, 'please move on'. [Open-ended]

Specialty Pharmacy Survey Closing Statement:

That's everything that we wanted to cover today. Thank you for your time. Your feedback is important to us. Have a good <day/evening>. Goodbye.

Unavailable

- Answering Machine
 - o Hello, this is <Accredo>, calling for <first name> <last name>. As your specialty pharmacy, we want to know how we're doing. We have a few questions about our service, so please call us back toll-free at 1 <Eliza Inbound Number>. TTY users should dial <TTY Number>. Again, the number is 1 <Eliza Inbound Number>. Thank you and have a good <day/evening>. Goodbye.
- Human Message
 - o Would you be willing to take a message for me?
 - If Yes: Okay. As their specialty pharmacy, we need to know how we're doing. We have a few questions about our service so please ask them to call us back toll-free at 1 <Eliza Inbound Number>. TTY users should dial <TTY Number>. Would you like me to repeat that? (if yes, repeats message) Thank you for passing this message along and have a good <day/evening>. Goodbye.
 - If No: Okay, thank you anyway and have a good <day/evening>. Goodbye.