

# Important things to know about your therapy journey

## Your medication

We have more than 125 specialty medications used to treat cancer. If a generic version of your drug is available, we'll offer that to you instead of the brand-name version. If you need a medication that we don't have, or your insurance provider doesn't allow us to fill your prescription, we'll immediately transfer your order to a pharmacy that can provide the medication you need. Please call us at **800.850.4306** if you have any questions.



**If you experience a medical emergency, always call 911 and seek immediate medical attention.**

---

## Side effects

If you have a question about an adverse event (negative side effect), or if you think you're experiencing one, please do one of the following to get help and information about what to do:

- Call us and ask to speak with a clinician for medication counseling
- Call our on-call pharmacist if it's after hours
- Contact your prescribing physician

Your prescription will also come with information about the medication and possible adverse events. *If you experience a medical emergency, you should always call 911 and seek immediate medical attention.*

## **Refills**

We'll call you to confirm when your medication refill will be shipped. The call will come from an 800 number, so please be sure to answer the phone. We can't ship your medication without speaking to you, and we want to be sure you receive it on time.

If you order a refill and the payer (likely your insurance company) no longer covers the generic you received last time, but will cover another generic form of the same medicine (called a therapeutic equivalent), we'll ship you the new generic. We guarantee the medicine has not changed — but you may get something that looks a little different, like a yellow pill instead of a blue one. We'll call you any time there is any substitution or change to your medication, whether it's for a new prescription or a refill.

Some specialty medications can't be written with refills. If this is the case with yours, we'll work with your doctor to get a new prescription and set up delivery so you have nothing to worry about.

## **Our patient management program**

Your Care Team will provide you with ongoing support during your treatment through our patient management program. We'll work with you to manage any side effects, help you take your medication correctly and improve your overall health. It's important for you to follow directions from your Care Team and take your medication correctly so you can achieve the best benefit from your prescribed therapy. It's also important to understand this program may not cure your condition, though we'll be cheering you on!

Everything our healthcare providers do is based on evidence-based medicine. If you, your caregiver or your medical team want to learn more about the evidence we base your patient management program on, please let us know, and we'll give you a copy of the drug information sheets. We'll also point you to the official websites of the organizations, which list the credentialing and definitions of evidence used.