

HIV Consumer Pharmacy Satisfaction Survey Results

The Connecticut HIV Consumer Council

November 18, 2004

Background

This was an informal survey to ascertain which pharmacies people living with HIV/AIDS are using and their satisfaction with the services received.

The survey was posted online at www.hivcouncil.org and distributed to consumer groups by request. Although this survey is not scientific, it does suggest that further investigation might be a useful to help measure consumer satisfaction and adherence issues around medication delivery.

Overall Results

A total of sixty-two (62) surveys were completed. Of those 62 respondents, forty-nine (49) said they would recommend their pharmacy to other consumers, and ten (10) said they would not. Nine (9) consumers answered YES to “Have you ever missed any doses of your medication because of problems getting prescriptions filled,” and fifty (50) said they did not miss any doses. Seven (7) said YES to “Did you ever have to stop taking your prescriptions because of side-effects or interactions with other medications that no one told you about beforehand,” and fifty-two (52) did not report stopping medications.

	Recommend Pharmacy	Missed Doses	Stopped Meds
YES	49 (83%)	9 (15%)	7 (12%)
NO	10 (17%)	50 (85%)	52 (88%)
No response	3	3	3
TOTAL	62	62	62

Table I: Overall Results

General Satisfaction:

Overall, consumers were satisfied with their pharmacies. Respondents were asked to rate their agreement, and the responses were coded with five points for total agreement, and at the other end of the scale, one point for total disagreement.

I Totally AGREE	I Agree Somewhat	I Neither Agree nor Disagree	I Disagree Somewhat	I Totally DISAGREE	N/A
5	4	3	2	1	0

As Table II shows, respondents were less likely to report that pharmacists take the time in writing or in person to let them know about their prescriptions, and they did not feel that they seemed to know a lot about their prescriptions.

The Average results are as follows:

Pharmacist and staff are warm and friendly	4.37
My medications are always ready when I go to pick them up, or they are always delivered on time.	4.25
My pharmacist takes the time in writing or in person to let me know about my medications	3.87
If my pharmacy doesn't have my prescriptions, or if my order is incomplete, they get me my medications quickly.	4.18
My pharmacist seems to know a lot about my HIV/AIDS medications	3.74
My pharmacist is helpful in resolving conflicts with my prescriptions and/or insurance coverage	3.89
Overall, how satisfied are you with your pharmacist?	4.35
Table II: Average Satisfaction Ratings	

Insurance Coverage


















Respondents checked the following for health insurance coverage. Only one respondent reported no coverage, while the majority had Medicaid.

Medicare	7
Medicaid	30
CADAP*	15
Private Insurance	12
No Coverage	1
Table III: Health Coverage	

*CADAP (Connecticut AIDS Drug Assistance Program)

Pharmacies Rated

Table IV shows the individual pharmacies rated. Again, it should be mentioned that this was not a scientific study, and because of the low number of respondents, these reports may not accurately reflect the quality of services provided.

Pharmacy Name	City	Total Respondents	Average Satisfaction Score (Rounded)	Number of Respondents that Would NOT Recommend	Number of Respondents WOULD Recommend	Red Ribbon Ratings (based on averaged satisfaction score)
Arrow Pharmacy	New London	4	5		4	
Brooks Pharmacy	New London	1	5		1	
Brooks Pharmacy	Norwich	2	5		2	
Brooks Pharmacy	Stamford	1	5		1	
CVS	Bridgeport	2	4		2	
CVS	Groton	1	4		1	
CVS	Milford	1	5		1	
CVS	Naugatuck	1	5		1	
CVS	North Haven	1	5		1	
CVS	Norwalk	2	4	1		
CVS	Plainville	1	5		1	
CVS	Stamford	3	5	1	2	
CVS	Westport	1	5		1	
Ford Pharmacy&Medical Supply	Naugatuck	1	5		1	
Greenville Pharmacy	Norwich	1	5		1	
Hancock Pharmacy	Bridgeport	2	5		2	
Jewett City Pharmacy	Jewett City	2	5	1	1	

Lupariello's	Bridgeport	1	5		1	ⓧ ⓧ ⓧ ⓧ ⓧ
Medicine Store	Groton	1	2	1		ⓧ ⓧ
Medical Center Pharmacy	New Haven	4	5		4	ⓧ ⓧ ⓧ ⓧ ⓧ
Medicine Shoppe	Stamford	1	4			ⓧ ⓧ ⓧ ⓧ
People's Medical Express	Hamden	1	5		1	ⓧ ⓧ ⓧ ⓧ ⓧ
Rite Aid	East Haven	2	5		2	ⓧ ⓧ ⓧ ⓧ ⓧ
Rite Aid	Milford	1	2	1		ⓧ ⓧ
Rite Aid	Waterford	1	5			ⓧ ⓧ ⓧ ⓧ ⓧ
Salvins Pharmacy	Stamford	1	4		1	ⓧ ⓧ ⓧ ⓧ
Stop & Shop Pharmacy	Norwich	1	3	1		ⓧ ⓧ ⓧ
Stop & Shop Pharmacy	Waterford	1	5		1	ⓧ ⓧ ⓧ ⓧ ⓧ
Thorndale Pharmacy	Chicago	2	5		2	ⓧ ⓧ ⓧ ⓧ ⓧ
Utley & Jones	Norwich	7	4	3	4	ⓧ ⓧ ⓧ ⓧ
Walgreens Pharmacy	New Haven	2	5		2	ⓧ ⓧ ⓧ ⓧ ⓧ
Walgreens Pharmacy	Norwalk	3	5		3	ⓧ ⓧ ⓧ ⓧ ⓧ
Walgreens Pharmacy	Orange	1	5		1	ⓧ ⓧ ⓧ ⓧ ⓧ
Walgreens Pharmacy	Stratford	1	4		1	ⓧ ⓧ ⓧ ⓧ
Walgreens Pharmacy	Wallingford	1	3	1		ⓧ ⓧ ⓧ
Water Street Clinic	Norwalk	1	5		1	ⓧ ⓧ ⓧ ⓧ ⓧ
Yale Medical Center Pharmacy	New Haven	2	5		2	ⓧ ⓧ ⓧ ⓧ ⓧ
TOTAL		62		10	49	

TABLE IV: Individual Pharmacy Ratings

Summary:

Although the sample size was small and not selected at random, it seems that there may be a need for more consumer education in terms of what side-effects to expect from their medications, and what to expect from their pharmacists. Each and every person living with HIV/AIDS should not leave the pharmacy without knowing what their medications are, how to take them properly, and what potential side-effects may emerge, and what – if any – of these side effects should be reported immediately to health care providers prescribing the medications.

Since a majority of respondents are on Medicaid, it is important to note that a Pharmacist should “*whenever practicable, offer in person to discuss the drugs to be dispensed and to counsel the client on its usage, except when the person obtaining the prescription is other than the person named on the prescription form or the pharmacist determines it is appropriate to make such offer in writing. Any such written offer shall include an offer to communicate with the client either in person at the pharmacy or by telephone.*” according to **Connecticut General Statutes** (Section 20-620). A copy of this section is provided in Appendix B

Sources for more Information

Appendix A contains a list of most of the major anti-HIV medications, with web sites that have detailed product information, and patient assistance programs. This list can also be found online at:

<http://www.hivcouncil.org/prescriptions.htm>

Consumers with access the internet can also check their medications and possible interactions at:

<http://www.aidsmeds.com>

If you feel that you have been given the wrong medication by your pharmacist, please contact your physician and pharmacist immediately. If you confirm that your pharmacist has incorrectly filled your prescription, you may wish to report it to the Department of Consumer Protection Drug Control Unit at (860) 713-6065. or call the CT Consumer Protection Hotline (800) 842-2649. For more information online, including the entire text of the Connecticut Drug Control Laws and Regulations, visit:

<http://www.ct.gov/dcp/site/default.asp>

Consumer Tips

As good and caring as most physicians, pharmacists, and health care providers are, no body is going to care about your life more than you. Take control. Ask questions. Be empowered. See our consumer tips in Appendix C.

Appendix A: Important Prescribing Information and Patient Assistance Programs for HIV/AIDS Anti-Viral Medications.

Medication	Prescribing Information	Patient Assistance Program	Phone Number
Anti-Virals: Nucleoside Reverse Transcriptase Inhibitors (NRTIs)			
Abacavir (Ziagen)	www.treathiv.com	bridgestoaccess.gsk.com	866-728-4368
Abacavir/Lamivudine/Zidovudine (Trizivir)	www.treathiv.com	bridgestoaccess.gsk.com	866-728-4368
Didanosine (ddI, Videx)	www.videxec.com	www.videxec.com	800-272-4878
Emtricitabine (Emtriva)	www.emtriva.com	www.gilead.com	800-445-3235
Emtricitabine/Tenofovir (Truvada)	www.truvada.com	www.gilead.com	800-445-3235
Lamivudine (3TC, Epivir)	www.treathiv.com	bridgestoaccess.gsk.com	866-728-4368
Lamivudine/Zidovudine (Combivir)	www.treathiv.com	bridgestoaccess.gsk.com	866-728-4368
Lamivudine/Abacavir (Epzicom)	www.treathiv.com	bridgestoaccess.gsk.com	866-728-4368
Stavudine (d4T, Zerit)	www.zerit.com		800-272-4878
Tenofovir DF (Viread)	www.viread.com	www.viread.com	800-226-2056
Zalcitabine (ddC, Hivid)	www.rocheusa.com	www.rocheusa.com	877-757-6243
Zidovudine (AZT, Retrovir)	www.treathiv.com	bridgestoaccess.gsk.com	866-728-4368
Anti-Virals: Protease Inhibitors (PIs)			
Amprenavir (Agenerase)	www.treathiv.com	bridgestoaccess.gsk.com	866-728-4368
Nelfinavir (Viracept)	www.viracept.com	www.viracept.com	888-777-6637
Atazanavir Sulfate (Reyataz)	www.reyataz.com		800-272-4878
Ritonavir (Norvir)	www.norvir.com	www.abbottvirology.com	800-222-6885
Fosamprenavir (Lexiva)	www.treathiv.com	bridgestoaccess.gsk.com	866-728-4368
Saquinavir (Fortovase)	www.rocheusa.com	www.rocheusa.com	877-757-6243
Indinavir (Crixivan)	www.crixivan.com	www.crixivan.com	800-850-3430
Saquinavir mesylate (Invirase)	www.rocheusa.com	www.rocheusa.com	877-757-6243
Lopinavir/Ritonavir (Kaletra)	www.kaletra.com	www.abbottvirology.com	800-222-6885
Anti-Virals: Non-nucleoside Reverse Transcriptase Inhibitors (NNRTIs)			
Delavirdine (Rescriptor)	www.pfizer.com	www.pfizer.com	888-777-6637
Nevirapine (Viramune)	www.viramune.com		800-556-8317
Efavirenz (Sustiva)	www.sustiva.com		800-272-4878
Anti-Virals: Entry/Fusion Inhibitors			
Enfuvirtide, T-20 (Fuzeon)	www.rocheusa.com	www.rocheusa.com	877-757-6243

Appendix B: Connecticut General Statutes

Sec. 20-620. Pharmacist's duty toward Medicaid recipients: To obtain, record and maintain pertinent patient information about the recipient; to undertake a review of the drugs previously dispensed to the recipient and to offer to discuss the drugs to be dispensed and to counsel the recipient on their correct usage.

Exception. (a) Prior to or simultaneously with dispensing a prescription in accordance with sections 17b-260 to 17b-262, inclusive, and 17b-264 to 17b-285, inclusive, a pharmacist or the designee of the pharmacist shall make a reasonable effort to obtain, record and maintain, in a manner deemed appropriate by the pharmacist, the following information regarding the individual receiving such prescription: (1) name, address, telephone number, date of birth or age and gender; (2) individual history where significant, including disease states, known allergies and drug reactions; (3) a comprehensive list of drugs and relevant devices dispensed by the pharmacy within the last one hundred eighty days and (4) the pharmacist's comments relevant to the individual's drug therapy.

(b) Prior to or simultaneously with dispensing a drug to individuals eligible for benefits in accordance with sections 17b-260 to 17b-262, inclusive, and 17b-264 to 17b-285, inclusive, a pharmacist shall undertake a review of drugs dispensed to the individual by the pharmacy during the previous one hundred eighty days. The review shall include screening for potential drug therapy problems due to therapeutic duplication, a contraindication between a drug and a disease, the interaction of one drug with another, incorrect drug dosage or duration of drug treatment, the interaction of a drug and an allergy, clinical abuse or misuse and any other significant clinical issues relating to the appropriate use of drugs. Such review shall be based upon current standards and information consistent with that provided in the following resources: The American Hospital Formulary Service Drug Information, the United States Pharmacopoeia Drug Information, the American Medical Association Drug Evaluations, and the peer-reviewed medical literature.

(c) Prior to or simultaneously with dispensing drugs to individuals eligible for benefits in accordance with sections 17b-260 to 17b-262, inclusive, and 17b-264 to 17b-285, inclusive, a pharmacist shall, whenever practicable, offer in person to discuss the drugs to be dispensed and to counsel the client on its usage, except when the person obtaining the prescription is other than the person named on the prescription form or the pharmacist determines it is appropriate to make such offer in writing. Any such written offer shall include an offer to communicate with the client either in person at the pharmacy or by telephone.

(d) The discussion and counseling offered in accordance with subsection (c) of this section shall include information deemed significant by the pharmacist based upon the findings of the review conducted in accordance with subsection (b) of this section, including (1) the name and description of the drug; (2) dosage form, dosage, route of administration and duration of drug therapy; (3) special directions and precautions for preparation, administration and use by the patient; (4) common severe side or adverse effects or interactions and therapeutic contraindications or precautions which the pharmacist deems relevant; (5) techniques for self-monitoring drug therapy; (6) proper storage; (7) prescription refill information; and (8) action to be taken in the event of a missed dose or adverse reaction.

(e) Nothing in this section shall be construed as requiring a pharmacist to provide counseling or gather information when an individual receiving benefits refuses such counseling or refuses or is unable to provide the information requested. The pharmacist shall document the provision of counseling, a refusal by or the inability of the patient to accept counseling or a refusal by the patient to give information. Records kept pursuant to this subsection shall be maintained for the same length of time as prescription records are maintained pursuant to section 20-615.

(f) The provisions of subsections (c) and (d) of this section shall not apply to a drug dispensed to a patient of a nursing home which is in compliance with the requirements of 42 CFR 483.60.

Appendix C: Consumer Tips

Things to talk about with your health care provider

- Be sure to tell your health care provider about any other medications you are taking, including over the counter medicines, nutritional supplements, vitamins, and herbs.
- Talk about your lifestyle and habits that might interfere with taking any or all of your medications on time and as prescribed.
- If you are already taking medications, be sure to talk about all the side effects and problems you may be experiencing taking them.

Questions to ask your health care provider:

1. What are the best times to take my medication?
2. Should I take them with food?
3. Are there any foods or juices I should avoid while taking these medications?
4. What are the side-effects from these medications?
5. If I have any side-effects, should I report them to you?
6. Will these medications cause any problems with anything else I am taking?
7. If I miss a dose, what should I do?

Questions to ask your pharmacist

- If you are still unsure about any of the questions above, be sure to ask your pharmacists about your medications, how to take them, and things to watch out for.

The Bottom Line

As good and caring as most physicians, pharmacists, and health care providers are, no body is going to care about your life more than you. Take control. Ask questions. Be empowered.

Please send comments or suggestions about this document to The Connecticut HIV Consumer Council at: info@hivcouncil.org

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