

What is Pharmacie Michael Assaraf?

- We are a privately owned, Quebec based, licensed pharmacy founded in 2008 by Pharmacist Michael Assaraf.
- We are experts in the field of specialty medications and therefore better equipped and trained to provide you with:
 - Thorough and individualized therapy counseling and care plans
 - Superior delivery service
 - Collaboration and open communication with your healthcare providers
 - Facilitated communication with our team of pharmacists, technicians and reimbursement specialists

How do I contact the pharmacy?

- Please contact us whenever you have questions or concerns regarding your therapy, delivery, payments or to discuss your treatment.
 - Pharmacists: Call 514-787-3275 or 1-855-491-3275
 - Infusion Team: Call or text 514-787-3273 or 1-855-491-3273
 - Home Delivery Team: Call or text 514-787-3272 or 1-855-491-3272
 - Fax: 514-788-6590 or 1-855-788-6590

What are the hours of operations?

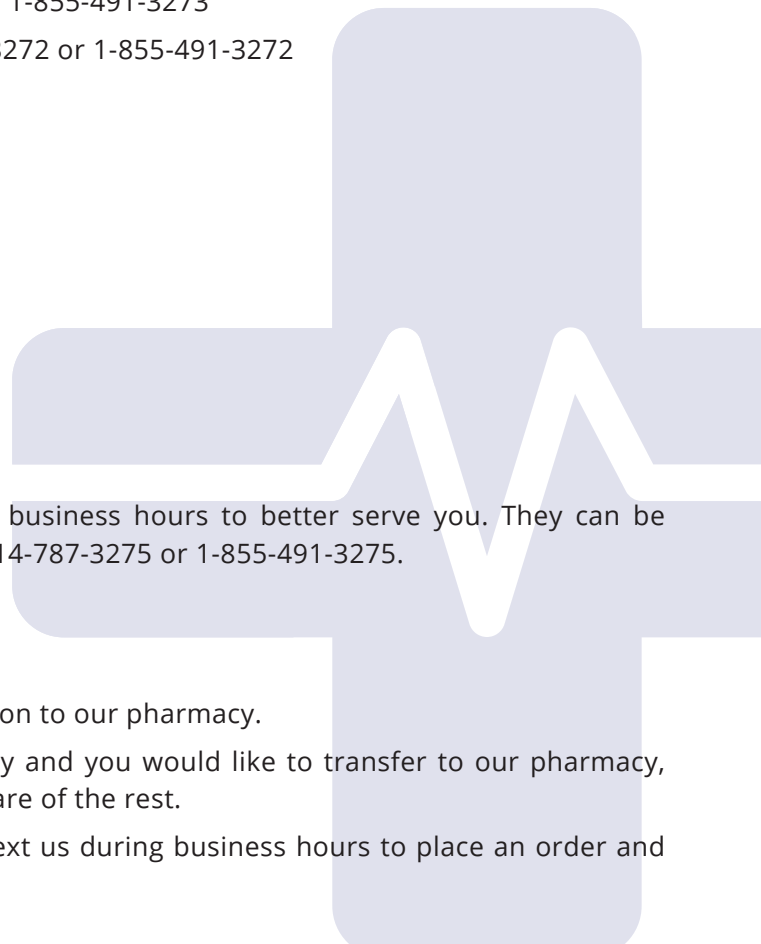
- Monday - Thursday 8AM – 6PM
- Friday 9AM - 5PM
- Saturday 9AM - 1PM

Do I have access to a pharmacist?

- Absolutely! We have pharmacists on staff during business hours to better serve you. They can be reached on their direct pharmacist phone line at 514-787-3275 or 1-855-491-3275.

How do I receive my new prescription?

- You or your prescriber must send a valid prescription to our pharmacy.
- If you have your prescription at another pharmacy and you would like to transfer to our pharmacy, please contact us to let us know and we will take care of the rest.
- With a valid prescription on file, you may call or text us during business hours to place an order and schedule a delivery at your convenience.



- If, for whatever reason, we are unable to fill your prescription we will contact you immediately to quickly remedy the situation.

How do I refill my prescription?

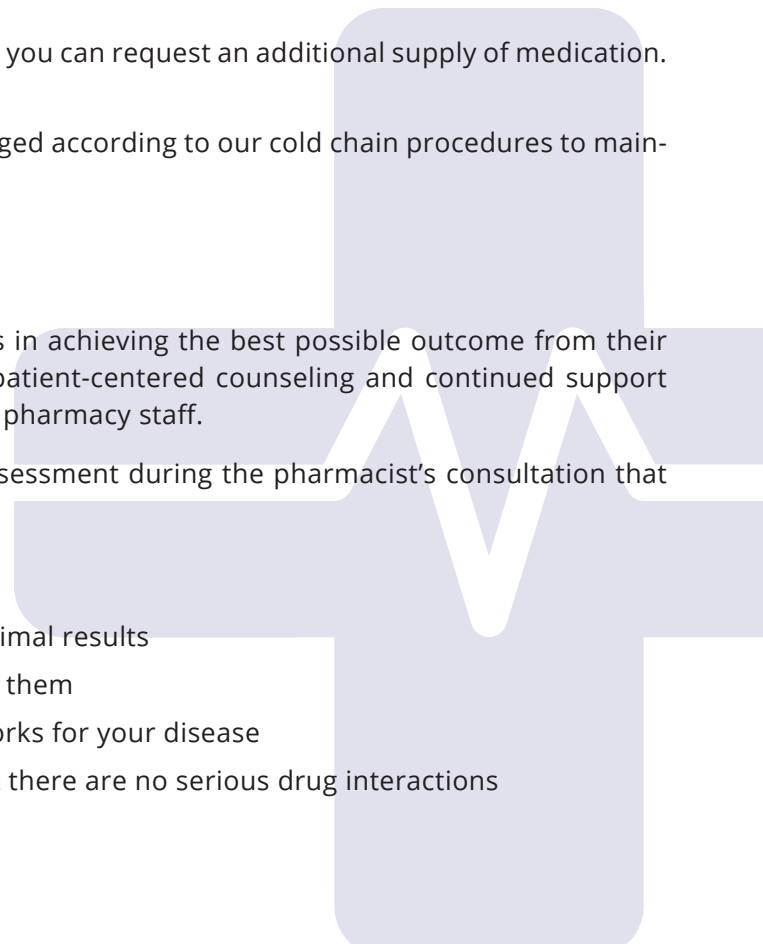
- A member of our team will contact you or your healthcare team by phone or text to schedule your refill order prior to your next medication due date. If ever you need your refill in advance, please call or text us.
- If you run-out of refills, a member of our team can assist you by contacting your physician to request a new prescription. Our pharmacists are also able to extend prescriptions under certain circumstances.
- Always remember to notify a member of our team of any changes to your insurance, address, as well as changes to your health and therapy.

How long does it take to receive my prescription?

- Our standard processing time is less than 24 hours (excluding in-transit time).
- We will immediately let you know of any delays such as authorization for medication coverage or quantity limits imposed by your insurance company. We will always attempt to resolve these issues as quickly as possible with the resources that are available to you.
- Our delivery service is typically same-day delivery or next-day for long-distance deliveries.
- Protecting your health information is one of our top priorities so your medications will only be released to someone you have authorized.
- Our pharmacy will send your medications to any address in Quebec. Contact us if you require your medication delivered outside of the province.
- If you are going to be away for a long period of time you can request an additional supply of medication. One of our team members will assist you.
- Any medication that requires refrigeration is packaged according to our cold chain procedures to maintain manufacturer temperature guidelines.

What is a Patient Management Program?

- Our Patient Management Program assists patients in achieving the best possible outcome from their specialty medication therapies. We offer holistic patient-centered counseling and continued support under the supervision of a pharmacist and trained pharmacy staff.
- With this program all patients receive an initial assessment during the pharmacist's consultation that includes:
 - A new patient questionnaire
 - How to take your medication to ensure optimal results
 - Discussing side effects and how to manage them
 - Overview of your medication and how it works for your disease
 - Review of your medications to confirm that there are no serious drug interactions
 - Additional personalized health tips



- The program also includes continued follow-ups to ensure that our patients maintain good adherence to their medications and to stay informed of any changes to their health or therapy so that we may help them reach their health goals.

How can I pay for my prescription?

- We accept all major credit cards, online banking, cheque or cash. If mailing payment, please do not mail cash.

Financial assistance & financial obligation

- If you require help with your payments, you may be eligible for financial assistance with your Patient Support Program. Upon creation of your file at the pharmacy, our team will perform an eligibility check and submit claims to your insurance plan when required. You will be informed by a member of our team of your financial responsibility. These obligations may include copayments, deductibles, co-insurance, and/or out of pocket expenses.
- If you need help arranging a payment plan with our pharmacy, our team will work with you to ensure continuity of medication by evaluating options that may be available to you.

How do I transfer my prescription to another pharmacy?

- At any time, should you wish to transfer your prescription to another pharmacy, a member of our team will be glad to assist. Please let us know which pharmacy you wish to transfer to, and we'll take care of the rest.

How should I store my medication?

- Always keep medication in a safe place and out of reach of children and pets. Check the container to see if the medication requires refrigeration to maintain the integrity of the medication.
- If you have any questions regarding the stability or storage requirements of your medication, please don't hesitate to contact us.

How should I report an error or a concern?

- Our pharmacists thoroughly review and check all prescriptions for safety and accuracy, however, if you notice any errors please reach out to us and we will investigate and rectify the mistake. Should you have any complaints feel free to call us or fill out our complaint and recommendation form which is included in your welcome kit or can also be found on our website. Your satisfaction is important to us and we welcome any feedback you may have.

