

Dear Patient,

Thank you for choosing *Pharmacie Michael Assaraf*! On behalf of the pharmacy staff we would like to take this opportunity to welcome you. Our pharmacy is committed to care and collaboration. We strive to offer superior tailored customer service by providing you with comprehensive and cost-effective pharmacy services. *Pharmacie Michael Assaraf* was built on the principles of patient centered care and personalized service because we know that individualized treatment plans lead to better health outcomes. You can expect us to work closely with your healthcare team in managing your specialty medication therapy.

Since 2008, our team of professionals help patients as they navigate their way through new medical information, treatment options, and appointment follow-ups to make even the most complex treatments simple and as worry-free as possible. In addition to providing best-in-class quality care, we are happy to facilitate the management of your medication by offering the following:

- **Patient Management Program:** The pharmacy will contact you or your health care team prior to your next dispense date to coordinate the secure delivery of your medication to the location of your choice anywhere in Quebec. In addition, we conduct regular follow-ups with you to check-in and assess how you are doing overall.
- **Quick Access to Pharmacists:** We offer a direct line to speak with one of our highly experienced pharmacists who can counsel on the following: disease overview, medication information, how to take your medication, managing side effects, as well as drug and food interactions. Furthermore, our pharmacists collaborate with your healthcare team to ensure you receive the best care.
- **Reimbursement Team:** Our trained insurance specialists will assist in managing insurance issues and financial programs. They are available to address all your insurance questions and concerns.
- **Free and Safe Delivery:** We offer the highest quality delivery service anywhere in Quebec, using specialized tools and shipping methods to ensure medication temperature is maintained throughout the process whether it be to your home, work or clinic. Our dedicated logistics team monitors every delivery to ensure your medication is delivered on time. Our secure home-delivery packaging is always used to confirm that your medication has not been compromised once it leaves our pharmacy and during delivery. Once sealed, any attempt to reopen will show clear signs of tampering.
- **Self-injection Support:** Our pharmacists are trained to guide you through the process of self-injecting, give you tips and provide continued support to ensure that injections become simple and worry-free.
- **Quick Turnaround Time:** We prioritize changes in treatment regimens for patients to start their modified regimen with as little delay possible. On average, patients receive their first dose of medication within 24 hours.

Our pharmacy respects your right to consult any pharmacist or other professional of your choice. If you heard about our pharmacy through a patient support program, know that you are free to obtain services from the pharmacy of your choice, whether through *Pharmacie Michael Assaraf* or a different pharmacy. You may choose to stop receiving services from our pharmacy at any time, and if you do, we will work to ensure a smooth transition to your chosen pharmacy.

We wish to thank you again for selecting *Pharmacie Michael Assaraf* for your specialty medication needs. Should you have any questions please do not hesitate to contact us.

Sincerely,

The Pharmacie Michael Assaraf Team



Pharmacie Michael Assaraf

162 rue Barr
Ville Saint-Laurent, QC H4T 1Y4

Phone: 1-855-788-6600

Fax: 1-855-788-6590

www.pharmaciemichaelassaraf.ca