

## Communication templates for pharmacists

### **Phone script for contacting a prescriber:**

*"Hello, I'm calling from \_\_\_\_\_ Pharmacy. Is Dr. \_\_\_\_\_ available? I'm hoping to verify a prescription for buprenorphine we just received. ...*

*I don't think we've filled for your office before. We'd like to connect whenever the provider has time so we can be sure to meet your patients' medication needs. If they could call us when they have time, that would be great. Thank you!"*

<When the prescriber or their staff call back --

- Introduce yourself and what pharmacy you work at
- Mention the specific patient and any questions about the script
- If time, let the prescriber know you'll be best able to meet their patients' needs if you have some idea how many patients they are writing bupe scripts for, how often, etc. - let them know you want to work with them to keep the medication in stock>

### **Fax/email template for contacting a prescriber"**

*Attn. Dr. \_\_\_\_\_*

*Re: (patient, DOB)*

*Hello. My name is \_\_\_\_\_ and I work at \_\_\_\_\_ Pharmacy. Meeting your patients' medication needs is a priority for us. We'd like to connect soon and talk with you about the number of OUD patients for whom you anticipate routinely prescribing buprenorphine products. It would also help to know what formulations and dosages you'll most often prescribe. This information will help us be in the best position to ensure we can maintain enough medication in stock.*

### **Tips for contacting wholesale distributors to increase buprenorphine order sizes:**

1. When calling a wholesale distributor for anything, enter the pharmacy account number in the phone system. This helps them pull up the account before answering any questions.
  2. A representative from the wholesale distributor may call the pharmacy regularly (at some locations, as often as every 2 weeks) to check in about special pricing, rebate totals, and answer any questions that may arise from the last call. -- *This is an opportunity to bring up any anticipated increase in buprenorphine demand, if you are aware of an increase in waived providers in your area, for example.*
  3. Be aware that wholesale distributors will be cautious when it comes to increasing orders of controlled substances such as buprenorphine. Pharmacists that have succeeded in increasing a buprenorphine order size suggest you end an email to the wholesale distributor representative with:
    - a. reasons for the increase
    - b. how much of an increase
    - c. from which prescriber(s) the increase arises; information such as prescriber(s)' DEA number; practice location address(es)
- *This is an opportunity to communicate with prescribers you've noticed are newly prescribing, sending more buprenorphine prescriptions than before, or otherwise contributing to increased dispensing demand.*
  - *Ask them to provide a letter documenting their increased patient panel or that they are newly X-waivered and beginning to treat OUD patients.*
  - *If possible, see if a prescriber will indicate how many patients they expect to send scripts to your pharmacy for, and how often, and if they will document that for your wholesale distributor.*

- *You might also share information with the wholesale distributor about state, regional, and local efforts to increase access to X-waiver trainings; local medical school and residency requirements for providers to become X-waivered; etc.*