

ABOVE + BEYOND



From left to right: Sunny Hawkes + Zoey Hawkes



By Brenda Hawkes,
Manager of Patient Advocacy

WHAT IS SPECIALTY PHARMACY?

A specialty pharmacy isn't a place you deal with or maybe even know about until you or a loved one needs its services. For many, when someone refers to a pharmacy, the first thing that comes to mind is the retail location where you pick up prescriptions written by a family doctor or clinic. A specialty pharmacy is a different type of pharmacy that provides treatment for individuals with long-term and chronic conditions and illnesses.

For those living with conditions such as cancer, bleeding disorders, HIV, hepatitis C and others, the therapies needed require special instructions, handling and administration. That's where a specialty pharmacy becomes part of the health care team. Working together with physicians, patients and caregivers, Diplomat provides specialty pharmaceutical care and personalized therapies to support the management of complex drug regimens. We've found that communication is one of the keys to success. We reach

“Patient advocacy means supporting our patients throughout their health care journey.”

out to our patients regularly to schedule refills, provide assistance in managing side effects and to field questions. We believe in taking a patient-centric approach as part of your greater health care team, so we also communicate with physicians and caregivers to ensure that everyone is kept ‘in the loop.’

A PATIENT ADVOCATE

Diplomat also reaches out to patient advocacy groups and organizations for greater understanding of how to support our patients, and that's where I come in. As the manager of patient advocacy at Diplomat, I attend meetings across the country, talking to patients, caregivers and advocacy leaders to learn about their needs and share resources and support. My role as a patient advocate runs deeper than simply having a passion for excellent patient care. I am a 9-year cancer survivor and took on the role of caregiver during my husband's cancer journey. My unique experiences as an advocate, survivor and caregiver help guide Diplomat's mission to always think of the patient first.

Diplomat's focus on patient advocacy truly sets us apart among specialty pharmacies.

It is a privilege to support patients on their own journey and share in furthering the mission of a company that strives to provide the highest standard of care. These interactions, experiences and relationships impact every facet of Diplomat's operations. Our patients are at the heart of all that we do, stemming from our core tenet to “take good care of patients, and the rest will fall into place.”

DIPLOMAT OFFERS PATIENTS AND PRESCRIBERS A FULL RANGE OF HELP AND SUPPORT:

- **One-to-one patient contact**
- **24/7 clinical helpline**
- **Collaboration with your health care team**
- **Delivery simplified Streamlined prior authorization process**
- **Funding expertise: in 2013, connected patients to over \$24 million in copay assistance from third parties¹**
- **Custom packaging for easy to follow treatments**

WE'D LOVE TO TALK.

CALL 877.977.9118

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