

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 for patient: _____ date of birth: _____.

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 by having enough buprenorphine in stock. If they could call us when they have time, that would be great. Thank you!”

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, 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 prescribers 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 their buprenorphine order size suggest that you send 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 prescribers to provide a letter documenting their increased patient panel or that they are 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.