

# ANNOUNCEMENT



DATE: October 13, 2009

TO: All Hospice Pharmacia Partner Hospices

## **URGENT CORRECTION:** **Hospice Pharmacia's Telephone Number**

*Yesterday, October 12th, HP sent a fax with the wrong phone number for our pharmacy call center. Please post this correction!*

HP's phone numbers remain the same. Important reminders for your staff:

- HP's pharmacy services phone number is 877-882-7820.
- **Callers are automatically directed to a pharmacy team member without further prompts.**

*The two most common scenarios for hospice nursing staff:*

Direct to a Pharmacy Staff Member	Dial 877-882-7820 and remain on the line (no prompts required)
Enter the system with the patient's SSN or unique identifier	Dial 877-882-7820, enter prompt 3 (List of menu options), then enter prompt 1

As callers are becoming familiar with the updated system, please encourage your staff to listen to the full menu introduction.

Report any issues immediately by calling customer service 866-670-8162 or e-mail us at [info@hospicepharmacia.com](mailto:info@hospicepharmacia.com).

Thank you.