

# **NACDS Foundation Public Opinion Research**

## **Attitudes About Mandatory Mail Order Pharmacy**

**November 2003**

# Where respondents purchase prescription medications

I'm going to read you some methods for purchasing prescription medications and I'd like you to tell me how often you, or whoever purchases medication for you and your family, buys prescriptions this way. How often would you say you or whoever purchases medication for you and your family buys prescriptions this way?

	In-person at a local community pharmacy	Mail order	Over the internet
All the time	59%	6%	1%
Very frequently	21%	8%	2%
Very infrequently	13%	8%	4%
Never	6%	77%	93%
DK/Refused	1%	1%	*

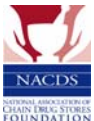


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# How many different prescriptions you or your family purchase in a typical year

Which of the following best describes how many different prescriptions you or your family purchase in a typical year? And by “different prescriptions,” I mean different medications, not prescription refills.

None	5%
1 to 3 prescriptions a year	32%
4 to 6 prescriptions a year	28%
7 to 10 prescriptions a year	15%
More than 10 prescriptions a year	18%
DK/Refused	2%



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# Health Insurance and Prescription Coverage

Do you currently have health insurance which pays for your prescription medications either in part or in full?

Employer Plan, pays in full	9%
Employer Plan, pay in part	44%
Private Plan, pays in full	3%
Private Plan, pay in part	10%
Public Assistance, pays in full	6%
Public Assistance, pay in part	5%
No, do not have health insurance	20%
Don't Know/Refused	3%



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# Support or Oppose Mandatory Mail?

As you may or may not be aware, some companies are requiring all medication their employees receive on a regular basis, such as medication for cholesterol or high blood pressure, to be purchased only through mail order. They would not pay for these prescriptions if filled at community pharmacies. Would you support or oppose a plan that would require mandatory mail order at your workplace for medications you receive regularly? Would that be strongly or somewhat?

## Support Mandatory Mail

Strongly Support 8%

Somewhat Support 13%

## Oppose Mandatory Mail

Somewhat Oppose 18%

Strongly Oppose 54%

Don't Know/Refused 8%



## Why Oppose Mandatory Mail?

You said you would oppose this type of plan at your workplace. Why specifically would you oppose this?

Prefer to have personal choice / options	37%
Rather consult with local pharmacist	25%
Time concerns	19%
Community pharmacy more convenient	18%
Don't trust mail order	10%



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381 respondents with employer Rx plan who oppose mandatory mail

## Is Mail More Convenient?

Some people say that getting medication through the mail is more convenient than going to a pharmacy. Do you agree or disagree? Would that be strongly or somewhat?

### Agree mail is more convenient

Strongly Agree 23%

Somewhat Agree 25%

### Disagree mail is more convenient

Somewhat Disagree 22%

Strongly Disagree 24%

Don't Know/Refused 6%



# Are those taking several medications more likely to make mistakes using mail?

Some people say that patients who are taking several medications might be more likely to make mistakes taking their medications if they receive their prescriptions through mail order. Do you agree or disagree? Would that be strongly or somewhat?

## Agree more likely to make mistakes with mail

Strongly Agree 30%

Somewhat Agree 20%

## Disagree more likely to make mistakes

Somewhat Disagree 19%

Strongly Disagree 25%

Don't Know/Refused 6%



# Worry because they wouldn't have advice and personal attention of local RPh

Some people say they would worry about receiving mail order medications because they would not have the advice and personal attention they would get from their local community pharmacist. Do you agree or disagree? Would that be strongly or somewhat?

## Agree would worry about lack of local RPh

Strongly Agree 53%

Somewhat Agree 18%

## Disagree would worry about lack of local RPh

Somewhat Disagree 11%

Strongly Disagree 15%

Don't Know/Refused 3%



## Compare calling mail pharmacist with speaking in-person at local pharmacy

As you may or may not know, when you get a prescription filled through the mail, you can call and talk to a pharmacist from the mail order company if you have any questions. In your opinion, how would that compare to speaking with a pharmacist in-person at your local pharmacy?

Calling mail pharmacist better	9%
The same	36%
Calling mail pharmacist not as good	53%
Don't Know / Refused	2%



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## Is 90-day Rx for one copay a good reason to use mail?

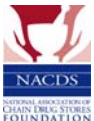
Some people say the advantage to mail order pharmacy is that under many employers' plans you can get a prescription filled for a 90 day quantity and only pay one co-payment. Do you think this is a good reason to use mail order?

Yes	68%
No	24%
Don't Know / Refused	9%

## If 90-day Rx for one copay was covered at both, which would you prefer?

If your health plan allowed your local community pharmacy to fill a prescription for a 90 day quantity and only charge one co-payment, would you prefer to use a community pharmacy or mail order?

Community Pharmacy	83%
Mail Order	12%
Don't Know / Refused	5%



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# Importance that your RPh has complete records to check for interactions / other medication use problems

Community pharmacists say it is important that their customers get all of their medications filled at the same pharmacy so that they have a complete record of all medications in order to check for drug interactions and other medication use problems. How important is it to you that your pharmacist has this information to perform this service for you and your family?

Very Important	79%
Somewhat Important	15%
Not at all Important	6%
Don't Know / Refused	1%



## Mail left you 2-days short of meds, what would you do?

I'd like you to think about a hypothetical situation. Imagine you receive your prescriptions through the mail, but your medication was delayed for some reason. As a result, you have only a two-day supply of medication that is supposed to last four-days. How likely would you be to take any of the following actions? Would that be very or somewhat?

	<u>Likely</u>		<u>Unlikely</u>	
	Very	Somewhat	Very	Somewhat
Take ½ as often	13%	13%	15%	57%
Skip last 2 days	14%	13%	14%	55%
Call Dr. for more	77%	13%	4%	5%
Call RPh for more	69%	15%	5%	9%



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# What would you like to say to your employer if told you had to use mail?

Thinking about this idea of a company only paying for their employees' medications if they use mail order, what would you like to say to your employer or insurance company if you were told you had to use mail order pharmacy and could not have insurance pay for medication you got from your community pharmacy?

Very upset / Would oppose	36%
Employees should have options	25%
Concerned about slow/unreliable mail	8%
Want to change insurance companies	7%
Safety concerns about incorrect Rx's	7%
Prefer local pharmacist	6%



## Concerns with Mail Order

Some people have expressed concerns about mail order delivery of prescriptions. I'm going to read you some of these concerns and I'd like you to rate each one on a scale of 1 to 10, where 1 means you are "not at all concerned about this" and a 10 means that you are "extremely concerned about this."

### Mean Score

Medications could be exposed to conditions such as excessive heat, cold or humidity that could hamper their effectiveness.	7.1
The mail-order delivery may be delayed or lost in the mail and medications may arrive late or not at all.	7.4
The mail-order delivery may be stolen during shipping.	6.5
Medications that involve the use of devices such as inhalers or syringes may be damaged during delivery	6.7
There is a greater chance that private information about you will be discovered by others through the use of mail order.	6.5



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# Why talking in-person with a community pharmacist is better

You said that talking with a mail order pharmacist would not be as good as talking in-person with a community pharmacist.

Why is that?

Better communication face-to-face	62%
Have comfortable relationship with local pharmacist	27%
Don't know who you're talking to with mail order/lack of trust	23%
Local pharmacist knows my history	9%



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516 respondents who said talking with a mail order pharmacist would not be as good as talking in-person with a community pharmacist.