



**1216 West Main Street
Lexington, SC 29072
Phone- 803-358-3030
Fax -803-358-3034
Toll free 1-866-437-6717**

Dear New Patient:

The staff of Long's Specialty Pharmacy would like to welcome you! We are excited about the opportunity to provide service for you and supply you with your specialty prescriptions. Long's Drugs is a family owned business based in South Carolina. We have been serving patients in the Columbia area for over fifty years. Over the past several years, we have expanded to include service to North Carolina, Alabama, Georgia, Virginia and Tennessee through our relationship with physicians and other health care providers. We are devoted to the care of our patients and all of their needs. Our Specialty Pharmacy is one example of our dedication to the needs of patients.

Long's Specialty Pharmacy will work with you, your physician and your insurance company to ensure that your needs are met. Patients on specialty medications often require more from their pharmacy than simply filling the prescription, and we are trained to meet those needs and provide these services. We take pride in our ability to provide you with clinical and insurance information regarding your specialty medication. We understand that your medical condition is one that requires special knowledge, training and communication with your insurance company. Our website now has links and information that you can access 24 hours a day to give you additional information about your condition and medications. Please visit www.longsrx.com and you can reach our Specialty Pharmacy tab located under the Pharmacy heading. The Specialty Pharmacy tab offers links to the National Institute of Health, the Psoriasis Foundation, the Arthritis Foundation, Crohn's and Colitis Foundation of America and multiple links to sites for some specific specialty medications we offer. Long's website also offers links to consumer advocacy groups and contains all of our contact information, as well as a copy of this letter.

Enclosed with this letter, we have included information about how to safely dispose of drugs, a copy of patient rights and responsibilities, and our contact information. If you ever suspect an error, have any concerns, or think you may be experiencing an adverse reaction, contact your pharmacy or physician immediately. Long's Drugs will only make substitutions for your medications when an equivalent generic is available and your physician has

said that you may receive the generic. Please contact Long's Drugs if you have any questions about substitution.

As a patient of Long's Specialty Pharmacy, you will receive a call from our staff monthly to remind you of your refills and check on your needs. Plus, our staff is always available to answer your questions. Our normal business hours are from 8:00am to 8:00pm Monday through Friday and 9:00am to 6:00pm Saturday when you can reach us at the phone numbers above. After hours, we have a pharmacist on-call for your medication emergencies at the following number: 866-437-6717. If you have questions about your co-pay or insurance, please have your insurance card available.

To ensure that you will be home and ready to receive your delivery, we will contact you before shipping your medication. Your medication will then be delivered by Fed Ex. If you have not heard from our staff by five days before needing your next round of medication, please contact us at the numbers above. If at any time you have an issue with your medication shipment, or have a concern about an adverse drug reaction or suspect an error in your medication, please contact us immediately.

We want the process of using specialty medications to be as easy as possible for you.

We look forward to the opportunity to get to know you and your individual needs. Thank you for trusting Long's Specialty Pharmacy!