

# Report for NCPA 2020 Mail Order Survey

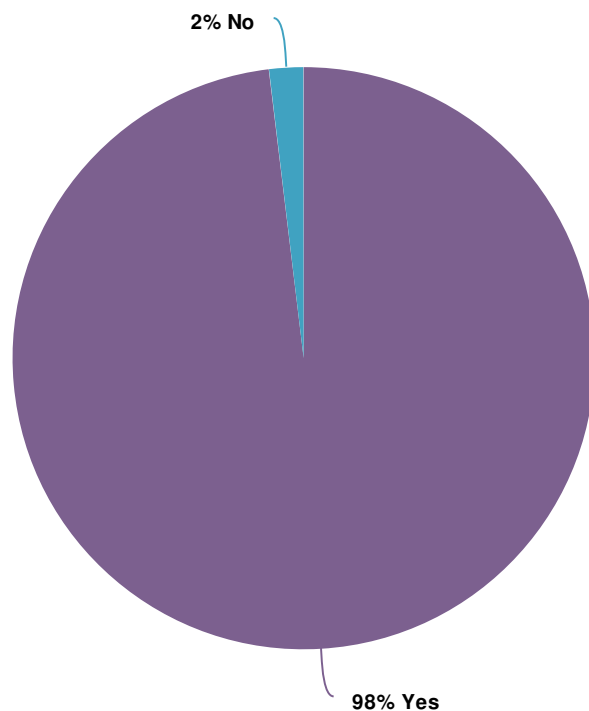
## Response Counts


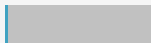


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Totals: 541

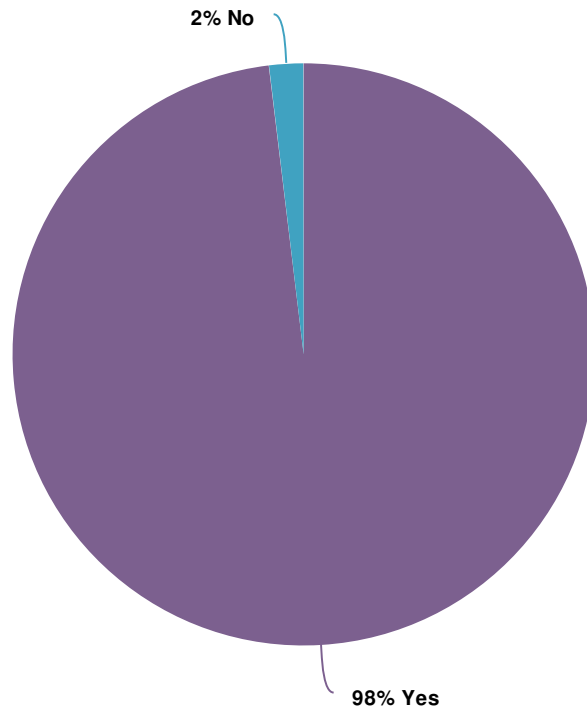
1. As a healthcare provider, are you concerned that mail-order pharmaceuticals are a potential risk to your patients?





Value		Percent	Responses
Yes		98.1%	530
No		1.9%	10

Totals: 540

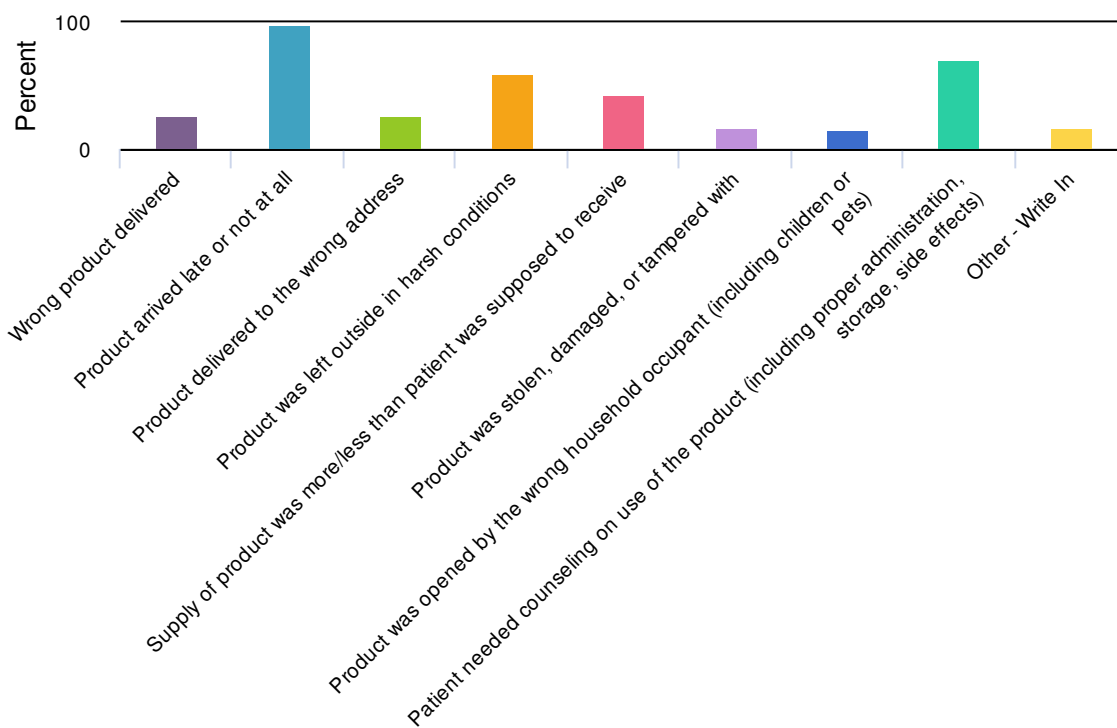
2. In the last six months, have you heard from patients or their caregivers who experienced problems with mail order prescription deliveries?



Value		Percent	Responses
Yes		98.1%	530
No		1.9%	10

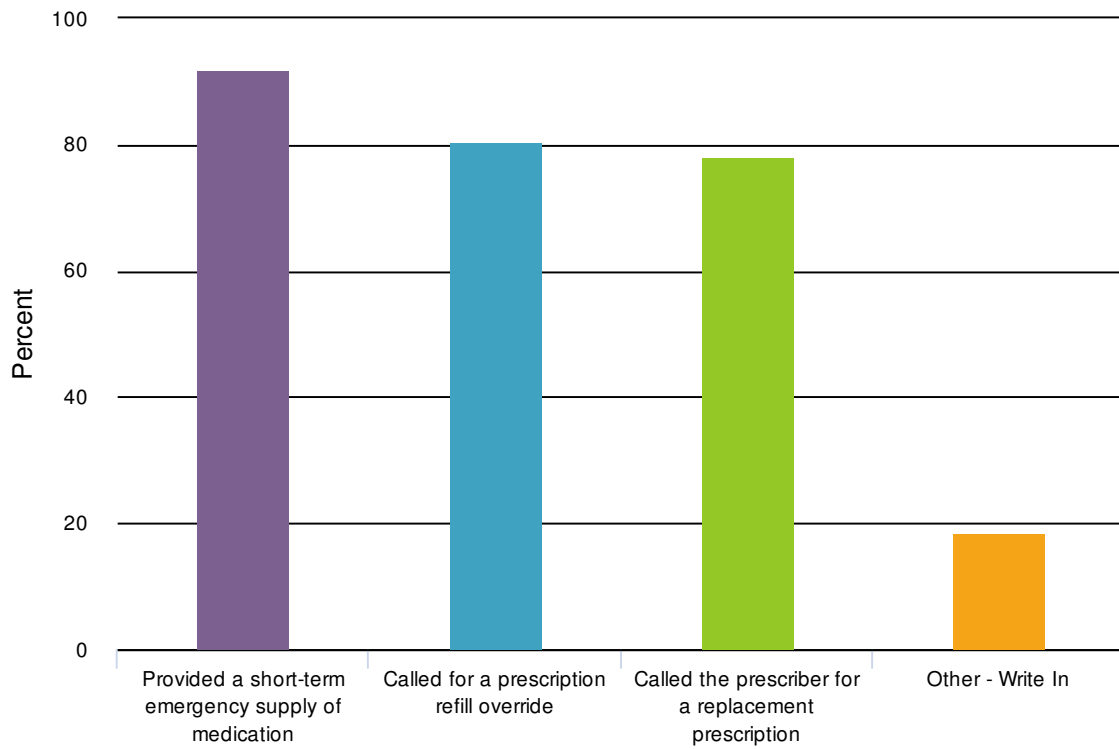
**Totals: 540**





### 3. What types of problems with mail order prescriptions did the patients or caregivers say they experienced? (CHECK ALL THAT APPLY)



Value	Percent	Responses
Wrong product delivered	26.2%	139
Product arrived late or not at all	97.7%	518
Product delivered to the wrong address	25.5%	135
Product was left outside in harsh conditions	60.2%	319
Supply of product was more/less than patient was supposed to receive	43.8%	232
Product was stolen, damaged, or tampered with	17.5%	93
Product was opened by the wrong household occupant (including children or pets)	15.3%	81
Patient needed counseling on use of the product (including proper administration, storage, side effects)	71.1%	377
Other - Write In	17.5%	93

4. Which of the following services did your pharmacy provide to assist patients experiencing difficulties obtaining their mail order prescriptions? (CHECK ALL THAT APPLY)



Value		Percent	Responses
Provided a short-term emergency supply of medication		92.0%	486
Called for a prescription refill override		80.7%	426
Called the prescriber for a replacement prescription		78.2%	413
Other - Write In		18.4%	97