

Free Carboplatin Policy v.2

Date: April 10, 2015

Who can participate in the Greyhound Health Initiative Chemo Program?

Participation in this program is available for all sighthound owners who's hound is currently under the supervised care of a registered veterinarian for the treatment of Osteosarcoma or similar cancers that respond to Carboplatin.

What products are included in this program?

This program covers free distribution of **carboplatin**.

What is the ordering process?

- Have your Veterinarian clinic complete the [Specialty Medication Request](#).
- The Greyhound Health Initiative Team will assist in the coordination shipment to your veterinarian clinic from a distribution center.
- A confirmation that the order was received will be emailed to you.
- If further information is needed for processing, our office will be in contact with your vet by email or phone.
- The prescription will then be filled, individually labeled and shipped to the veterinary clinic address indicated on the [Specialty Medication Request](#) form.
- We will do our best to keep all parties informed at each step, but our primary point of communication will be with the veterinarian.
- Return procedures are included with each order.

Note: Medication will **only** delivered to a veterinarian clinic address; please include the appropriate delivery information in the Shipping Information section. Please include the suite, building and/or floor numbers. *Shipments cannot be delivered to a P.O. Box.*

What is the cut-off time for placing urgent orders needed the next day?

- Orders may be placed up to 2 PM PT Monday through Friday and until 11 AM PT on Saturday.
- Urgent orders may be requested if failure to obtain the medication by the following business day could potentially jeopardize the health of the member resulting in hospitalization or an emergency room visit.
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- When placing the order, you must indicate “**URGENT**” in the *Date Needed* field of the form if next-day delivery is required. Saturday delivery is the standard method of delivery for all urgent orders received on a Friday (non-holiday).

When and how will medication be delivered?

Orders will be delivered according to the schedules below:

- **Refrigerated medications** are shipped Monday through Thursday via overnight service. When ordering medications on a Saturday, the earliest delivery is Tuesday morning.
- **Non-refrigerated medications** are shipped Monday through Thursday via overnight delivery.
- **Saturday deliveries** require approval the Greyhound Health Initiative Team for non-urgent medications.

What is the average turnaround time to receive an order?

- “Clean” orders received for new patients are shipped within two business days.
 - A “clean” order is defined as an order that includes all necessary information for processing and the physician’s office does not need to be contacted for further information.

What is the return policy?

- It is against the law to return any medication once it has been issued to a patient from a clinic on behalf of the Greyhound Health Initiative.
- Veterinarian returns are possible if the medication is in good physical condition and has been stored according to manufacturer-expected standards.

Veterinarian clinic offices may contact Greyhound Health Initiative at 614-526-8429 to assist with possible return goods.

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