

# Your PfizerFlex Care Coach (Nurse) Chat Guide

Use the space below to gather your thoughts and prepare for your first call with PfizerFlex. Write down as much information as you can and any questions you may have.



## The following questions are important to you:

- ☐ When will I start treatment?
- ☐ Will my insurance cover my treatment?
- ☐ When can I expect to get my medication?
- ☐ What is my treatment plan?
- ☐ What tools are available?
- ☐ I have other questions about my new medication



What is it about the categories above that you want to discuss with your Care Coach?



What medications have you taken previously for this condition?



What medications are you currently taking, including for this condition and for others?



Who is your insurance provider and what is your policy number?

**TIP:** The policy number is usually on your insurance card



If you haven’t heard from your Care Coach within 24 hours of being enrolled (Monday to Friday), give us a call at 1-855-935-FLEX (3539)

# PfizerFlex services

Your **PfizerFlex Care Coach** is a qualified nurse who will be your single point of contact, dedicated to your care every step of the way. **Your Care Coach will be there from the start**, working to get to know you personally and work to **understand your specific support needs**.



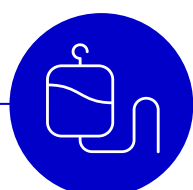
Live support, available from our dedicated team and your Care Coach, for questions about the program or treatment



Reimbursement expertise to help you find and secure coverage for your treatment plan



Experienced team members, including pharmacists, to help you access your medication as quickly as possible and coordinate delivery if necessary



Access to a reliable infusion/injection clinic network, staffed by qualified healthcare professionals



Pre-treatment services to help you get ready to start treatment and scheduling services to help you keep track of any bloodwork, testing, or vaccinations you may need

Ask your Care Coach how our services can be tailored to your condition and personal support needs



Questions? Just ask!

1-855-935-FLEX (3539)

Monday – Friday, 8:00 AM – 8:00 PM EST



Visit [PfizerFlex.ca](https://PfizerFlex.ca) to learn more