

redaction beep

Lisa: Okay and your address

redaction beep

Paul: South Bend Indiana 46601

Lisa: Okay, I'm calling about your prescription for um, let me get everything back up, for the Adderall.

Paul: Okay

Lisa: Yeah. Um, we weren't able to fill your prescription because the doctor is asking, um, says that you want a specific brand, and we can't guarantee that. We can't do a specific brand so they will reaching back out to the doctor...

Paul: You've done it in the past and this is just a money thing so you are unilaterally complicating my medication and you are actually breaking Indiana law by preventing me from getting my medication. It's a money thing you guys are pulling and I'm not happy about it at all.

Lisa: Yeah um, we cannot like guarantee a specific brand, not anymore, that's what I've been told.

Paul: So an executive gets a bonus and I continue having an interruption to my treatment.

Fantastic. You guys are Rockstars for stockholders and executives.

Lisa: Uh... Okay

Paul: But it's clear that I'm not getting treatment from you.

Lisa: But if you wanted to get a specific brand you can like have your doctor call it in locally and have it filled locally.

Paul: Except I don't have transportation and it's a controlled substance so I can't get it delivered.

Lisa: Okay, um.

Paul: It really sucks being disabled because the entire world poops on you.

Lisa: Yeah, is there, I mean, would they.. it has to be that specific brand?

Paul: That is the one that works the best and doesn't make me feel gross which I'm guessing has to do with cleanliness of product or something, but the other ones have made me feel like I'm on drugs and I don't want that feeling. It's also strangely enough what other people complain about doesn't make them drugs so who is drugs and who is not like I want that because it doesn't make me feel like I'm on drugs and the other people don't like it because it doesn't make them feel like they're on drugs. So I mean like, if you want me to be drugged then that's your prerogative but you are a company making a bunch of money off of partnerships and weird corruptions and weird back room deals. And I am a patient being denied my whole treatment

because you don't want to work with a brand that cost you 20 cents more. Probably for the whole bottle.

Lisa: Yeah, but what it is, is what our dispensing parter actually carries...

Paul: Yeah. Sure.

Lisa: So they may not have that available that's why they cannot guarantee a specific brand.

Paul: Like I said, it's backroom deals and partnerships it's all corruption is what it is. And as the patient I am suffering. I can't go to my pharmacy and get my treatment. I'm disabled, I don't have transportation, I have severe anxiety and you're telling me that I have to call five or six different companies or agencies. You're also expecting me to depend on this broken system for psychiatric medication and I'm sorry, but if you can't handle the stuff that isn't even aggressively mood altering, then god forbid if I actually started something that would be suicidally inducing like come on you guys are just trying to kill me. And frankly I think that's the point as well. I mean, I'm not even like that wouldn't even surprise me if some executive is rubbing their hands together "we're either going to make money off of him or he's gonna die. We don't give a shit." So I mean really, what else is there?

Lisa: Okay, I can see if I can get a pharmacist to speak with you. And I don't know if there's anything that they can... yeah

Paul: For what? They're just going to tell me the same thing. You guys just don't want to buy the stuff I need, and that's your prerogative, but you are literally preventing me from getting my medication because you're my pharmacy. See? And there aren't any other pharmacies because CVS doesn't deliver controlled substances.

Lisa: Yeah, and I apologize it's just that we can't do specific brands anymore.

Paul: Right. Right. Then I guess I'm just done being treated and we might cancel everything like everything everything, my HIV medication and all of my rest of my narcolepsy medication, everything. Everything. And then you guys can give the executive whatever bonus they deserve. Yay!

Lisa: [excitedly] Okay, so you want to cancel everything with us?

Paul: No I don't! I don't. You guys do. Clearly, including my life. So get on with it. I want my treatment. I want my treatment and you guys don't.

Lisa: I can't do anything, the only thing I can do is let you speak to a pharmacist to see if maybe they can figure out a solution.

Paul: You're working for a machine that only feeds the money. There is no solution. I am left to die, or suffer, or remain un-functional. So that's just it, I'm just accepting my fate that we live in a country where the bigots and the cheats actually win everything and I and everybody else that's

marginalized suffers, and just keeps feeding their machine. Because they deserve a yacht and I deserve to die in a gutter.

Lisa: Okay, so there can be... you do not want any kind of substitution for the adderall correct?

Paul: I have tried substitutions and they either are significantly worse because they are too aggressive and how they feel, or it just... I've tried the substitutes and the cheaper ones and the ones that are made in Chinese factories with lead. I've tried them. They don't make me feel good. They either feel like drugs or worse. I don't know what to tell you, it's not my fault my system works with that particular brand really and if I hadn't been through several of them when I was getting my meds filled at CVS when I had transportation I got all my meds at the same pharmacy and that is the only way that I can actually handle getting my meds so if you're not willing to fill it, I don't get my meds. It's just that simple. So why even bother getting treatment? Why even bother trying to see a doctor? Because you guys get to unilaterally decide whether I'm treated or not. It's my opinion it's egregious, that it's a crime. But it's where we live and I'm a disabled person with no money, I can't sue you, I can't change anything, I can't pursue anything. I just get kicked in the face, and kicked in the face, and kicked in the face until I either stop crying and just lay down and die or I start liking being kicked in the face. I don't have any other choice.

Lisa: Yeah, I apologize, it's just that it's only what the dispensing partner carries and they won't make a substitution in that way. The only thing I can think of is to fill it locally, but you can't pick it up locally.

Paul: And they won't deliver.

Lisa: And only... yeah. And the only other solution I can think of is to ask the pharmacist if there is anything that can be done.

Paul: Fine

Lisa: So, okay... Let me um... Do you want me to reach out to the pharmacist?

Paul: Sure.

Lisa: Okay.

Paul: I'm not holding my breath even though I think everybody would like me to.

Lisa: Okay, hang on just a second, let me get permission and I will be right back with you

OVER FOUR MINUTES LATER

Lisa: Okay Mr. Fox I'm still here, I'm just waiting for a pharmacist.

Paul: I want to make it clear that I'm not mad at you. I'm just super frustrated with the company. I'm just like, I mean I'm it's a nightmare these days, just across the board.

Lisa: Yeah, it's just that unfortunately we have different dispensing partners and they can't guarantee which one... is from what I understand. I'm trying to reach out to a pharmacist to see if we can find some kind of solution for you. So um, just bear with me just a little bit longer I'm just waiting to hear back from them.

Paul: I just want to make sure you understand I wasn't mad at you.

Lisa: Yeah I understand, I understand your frustration. You're fine. Just bear with me a little bit longer.

OVER NINE MINUTES LATER

Lisa: Okay, Mr. Fox? Yeah I have Brad on the line, he's going to get you over to a pharmacist and hopefully they will come up with some kind of solution.

Paul: All right. Thank you.

Lisa: Okay Brad I'm going to complete the transfer.

Brad: All right, thank you.

Lisa: You're welcome.

Brad: Hello Mr. Fox?

Paul: Hello.

Brad: Hi. Is it all right if I call you Paul?

Paul: Yeah.

Brad: Okay. Paul my understanding from Lisa is that you're looking for the prescription for Adderall and that you want a specific brand not the generic because the generic will make you sick, is that correct?

Paul: So what I understand is that the Malinkrodt Adderall is a generic it's just Malinkrodt's generic, because Adderall is the Adderall brand, that's the non-generic. So I'm asking for a specific generic that I know is compatible with my system and my psyche. So it doesn't make me feel like I'm on drugs, it doesn't make me feel sick, it doesn't make me feel shaky or jittery. So many of the other ones have. And I've been through five or six different versions because when I was getting my stuff filled from CVS that's when we discovered there are differences from manufacturer to manufacturer.

Brad: Okay.

Paul: I didn't really know there's there's... I don't remember what the pharmacy terminology is but there's the pharmacy terminology of effectively the same. That's the gist of it, but what I've found is that there are remarkable differences from product to product to product. And what I found is that a lot of the ones that were colored made me feel like I was on drugs.

Brad: Okay

Paul: And I don't know if it's the pigment, I don't know if it's some other ingredient in the filler, I don't really know. What I know is that the Malinkrodt brand did not make me feel like I was on drugs, helped my focus, helped my ability to think and form a whole complete thought and sentence without getting derailed, and didn't make me feel depressed. And some of the other ones did. Really bad. And so I told my doctor this and he said okay we'd just make the prescription for that brand and go from there. And for the longest time...

Brad: Okay

Paul: ...the way CVS worked is they just bought the whole bottle and put my name on it and then filled it from that for me. And unfortunately I moved away from that particular pharmacy from being local and I lost my vehicle through some other corruption because I'm in a bigoted hate state. So, it's been rough to say the least...

Brad: Sure

Paul: and between treatment, and housing, and everything. So honestly I don't really believe that I'm ever going to actually be fully treated or that it's going to be consistent. I think that there is a run of absolutely allowed, permitted, complete, everybody is blind to it, discrimination and greed. So, and if it's not one it's the other and often it's both. So, I mean that's kind of where I stand with everything and I just I mean honestly I don't really believe I've got much in the way of a future at this point anyway. I mean, I feel like...

Brad: Well let me do this for you Paul. What we can do, is what I'm going to say is that normally we cannot guarantee the specific brand of a medication. Now that being said, I'm going to go ahead and transfer you over to a pharmacist who might be able to specifically order that Malinkrodt brand that you were referring to. And I'm going to make a note about it, the other brands made you sick and those sort of things. So, let me ask this do you mind if I put you on hold for a couple minutes while I speak to a pharmacist and then I'm going to transfer you over.

Paul: Okay.

Brad: Is that okay?

Paul: Yes.

Brad: All right and what I'm gonna do is I'm gonna come back to the phone frequently just to check in on you and let you know the progress, and make sure we aren't disconnected. I do have your phone number in case we do get disconnected so I'm going to go ahead and put you on hold. Okay?

Paul: Okay.

Brad: All right, thank you Paul.

OVER SEVEN MINUTES LATER

Victoria: Hi this is Victoria a pharmacist with CarelonRX pharmacy, is this Mr. Fox?

Paul: This is.

Victoria: Hi how are you today?

Paul: I'm okay. I've been better, I've been worse. You know.

Victoria: Okay so you're calling about the adderall Prescription?

Paul: Yes.

Victoria: Unfortunately we are not able to order specific manufactures and the only one we carry is the Teva manufacturer. So you would have to fill this locally if you need the... is it the Malinkrodt manufacturer that you need? Okay. Yeah, unfortunately we're not able to fill for the manufacturer.

Paul: So this whole exercise has been 37 minutes of wasting my time? I don't understand. You guys are unilaterally preventing me from getting my medication, you're my pharmacist. I don't have the energy or the wherewithal to chase down three or four different medications from three or four different agencies or businesses. All of which have their own litany of rules. And I'm a disabled person and the local pharmacies don't deliver controlled substances. And this is a controlled substance. So you guys have the whole market on this specific type of medication for delivery and I am being left to hang out to dry. It has been a multi-month interruption and I'm basically giving up treatment altogether. And I've sworn off psychiatric treatment because I don't trust the pharmacy to not just unilaterally decide that I'm not going to get some treatment because they don't have a partnership with a particular manufacturer. Maybe because they charge 20 cents more than their in house partner or whatever. And I really think it's down to something as petty as 20 cents.

Victoria: Okay yeah, we're uh... I apologize there is really nothing I can do in this situation so you would have to find it locally if you need that specific manufacturer. Is there anything else...

Paul: Everybody else has funnelled me to you saying you are the only one that can. And...

Victoria: I know the previous associate did tell you...

Paul: I once again indulged in hope and so now I've been once again kicked in the face relative to hope and it's been proven to be nothing but more deceit. I don't even get it, I just don't even get it. Why even waste my time? You've decided that I don't deserve the medication that works for me because you don't make enough money on it. So that's that. That's it. I really does boil down to some executive getting a bonus and me perishing. And as the country continues devolving into that direction, I mean, I've been discriminated in housing, I've been discriminated in work, I've been discriminated in just across the board, so why not my pharmacy too? And like

I've expressed to other people it's discrimination, or greed, or both. And honestly I'm a disabled person so you know full well that I don't have the means or resources to challenge you in any kind of meaningful or effective way. All I can do is mewl and cry and bitch and moan and that's it, that's all I've got. And everybody just pats me on the head, dismisses me like they always do, and I suffer and go without. And nobody cares whether my quality life is poop. Nobody cares whether the brands are icky or they make me feel like crap or they make me feel like I'm on drugs. Which I don't want. A medicine should not make me feel like I'm on drugs. And so many of the other ones outside of this particular brand that I've been prescribed, make me feel like I'm on drugs and I want to be functional I don't want to be drugged. If that makes any sense to you at all. So I mean you guys make money, or you just destroy my life and it's really what it is. So I don't really think I matter. I mean obviously I don't. It's the 20 cents or whatever it is that matters. And that's where it is and I've got an entire industry, ANOTHER entire industry telling me that the only thing that matters is money and not me so why would you guys be any different? Right? So I mean, I mean, at this point I don't even really think it matters that I breathe. Because I'm never going to be allowed to live and I'm never going to actually get treatment that is uninterrupted in favor of my health versus money.

Victoria: Mr. Fox I am very sorry that's not the case at all it's nothing personal we're not discriminating. This is across the board on all medications...

Paul: It's just business.

Victoria: ...we're not able to order specific manufacturers. It's just whatever the preferred manufacturer is for each medication. Right now we're not able to specify specific manufacturers. That might change in the future, but as of right now we're not able to do that. So I'm I am very sorry. We are not trying to make things more difficult for you.

Paul: As right now I'm in a multi-month interruption to my treatment and I am basically ready to give up on all treatment. Because I don't matter, it's clear as day that I just don't matter.

Victoria: You absolutely do matter this is nothing personal I promise you. We're just unfortunately not able to fill that specific manufacturer. So I am very sorry. I know this is frustrating. I wish there was more that I could do honestly but unfortunately we're not able to order specific manufacturers. There's just, my hands are tied in that area. So I do apologize. I hope you're able to find it locally.

Paul: I can't! I've tried. This is what I keep telling you people. I have tried, nobody delivers locally. Nobody delivers it locally because it's a controlled substance. They won't delivery it locally. I have no transportation I have no way of getting to the pharmacy. I don't know how many times I have to reiterate this, that you guys are my pharmacy, you are authorized to do

controlled substance mail delivery, and have, and don't. So I mean there's nothing more clear that I don't matter than this.

Victoria: Again, it has nothing to do with that, it's nothing personal we just can't order specific manufacturers. So there is nothing I can do for you, I do apologize I'm going to have to disconnect the call.

She hangs up.

I spent over 20 minutes on hold for this call that I've cut out so you guys don't have to endure that. What I find really intriguing is that these are people, this is a company full of able people that are saying they are unable, that they can't. When it is a willfull choice and the reality of what they're actually doing is that they won't, they will not. And it hurts to hear somebody able claim they can't when it's clearly a choice while I've been maligned for being unwilling and misrepresented as refusing a number of times even though my situation is being disabled. I also find it intriguing that she says that it's not personal but then tells me in almost the same phrase that I matter somehow, that I'm valued. I just don't see that they're both congruent. It can't possibly be that they are both true. Because it's not. I don't feel valued and I don't feel valuable. I don't feel like I matter to anyone and this just reinforces that because their 20 cents difference is more important than I am and more important than my functionality or treatment is. I believe that it would cross over to any treatment that they would potentially offer.