



Dear HoG: Missing Supplies

Horizons in Hemophilia, Winter 2009

Dear HoG:

The last time I received my factor order, there weren't any supplies in the box. Don't infusion supplies get shipped automatically? I felt guilty having to call for an additional shipment.

--Missing My Syringes

Dear Missing My Syringes:

I'm so sorry you were inconvenienced! No, supplies are not shipped automatically with your factor orders because different people need different supplies. When it is time to order factor, please check your supplies so you can tell us exactly what you need when you call. We want to make sure you have what you need and avoid sending out more than one shipment if possible. Another option is on-line ordering: when you order on-line, you are prompted to a page where you can choose the infusion supplies you need. Please call if you have any questions. Thank you for supporting the HoG pharmacy!