

Health Matters

Member updates, health & wellness news you can use



Welcome to the first edition of the Express Scripts Canada Pharmacy® newsletter for members

Our goal is to share with you – our patients – regular updates, news and information that matters most to you. In each issue we'll share pharmacy resources, health and wellness tips, articles, and how-to-videos. We'll also answer your questions in our 'Ask the Pharmacist' series.

We value your feedback. If you have any ideas, suggestions, comments or feedback, please email us at AskthePharmacist@express-scripts.com. We're here for you. You can connect with us on [Facebook](#) too.



Ask the Pharmacist

In this section, we feature member questions coming into the pharmacy. If you have a question for one of our expert pharmacists, email us at AskthePharmacist@express-scripts.com. Make sure to write **Newsletter Question** in the subject line.

MEMBER QUESTION – *“Today I have a number of my prescriptions filled at the pharmacy. I have to start using an inhaler, can I have my prescription for that filled with Express Scripts pharmacy too?”*

ESC PHARMACY ANSWER – Yes, we provide inhalers, diabetes supplies, and other medical equipment like glucose monitors. Call our pharmacy help line and we'll confirm if we can fill your medical equipment needs.

By email:
AskthePharmacist@express-scripts.com

By phone:
Call us at 1 855 550-MEDS (6337).

MEMBER QUESTION – *“With summer weather just around the corner, what can I do to protect myself from the sun but still get outside and enjoy the weather?”*

ESC PHARMACY ANSWER – Here are three tips for enjoying the summer sunshine – safely.

1. Use a broad-spectrum sunscreen with an SPF or Sun Protection Factor of 30 or higher and reapply it to exposed skin frequently.
2. Stay out of the sun during midday when the UV rays are the most intense – between 11 a.m. and 3 p.m. As a general rule, limit your sun exposure and look for shady areas to move to frequently.
3. Wear protective clothing such as wide-brimmed hats that protect your face and neck. Also wear UV-protective sunglasses.

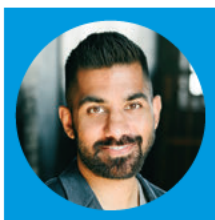
Read more about being 'sun smart' this summer in our new blog post [here](#).

May is MS awareness Month



This May, Canadians are rallying to raise awareness of what it means to live with multiple sclerosis. And people are registering for the annual MS Walk – this year on Sunday May 29th. There's lots of ways to participate and you can find information on the MS Canada [website](#).

If you have MS, or know someone who does, read our article on our Raising Health blog, "Managing Medications with Multiple Sclerosis" [here](#).



Meet our new Patient Experience Manager, Dharmesh Patel

Like everyone on the Express Scripts Canada Pharmacy team, Dharmesh is passionate about putting you first. His mission is to ensure you have the best possible experience with our pharmacy. His responsibilities are wide-ranging and include:

- Answering patient questions and concerns
- Collecting member feedback on our services
- Creating new product features for our website and mobile app based on member feedback

Dharmesh believes in the idea that a high-quality patient experience leads to better health outcomes.

Connect with us

Our dedicated team of pharmacists is available 24 hours a day, 7 days a week, 365 days a year.

By email:

AskthePharmacist@express-scripts.com

On the Web:

escpharmacy.com

By phone: If you have a clinical question, you can privately consult with a pharmacist any time by calling 1 855 550-MEDS (6337). Choose the option to speak with a pharmacy team member.

**EXPRESS SCRIPTS CANADA
PHARMACY.**

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**JOIN THE
CONVERSATION:**



@EscPharmacy



@ExpressScriptsCanadaPharmacy

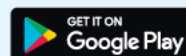


Express Scripts Canada Pharmacy

Manage your prescriptions – from virtually anywhere

When you download our Express Scripts Canada Pharmacy app, it's like having a pharmacy at your fingertips! Order refills, be reminded when it's time to take your medications, track your orders and more.

Go to the [Apple App Store](#) or [Google Play](#) to download our pharmacy app and start managing your prescriptions today.

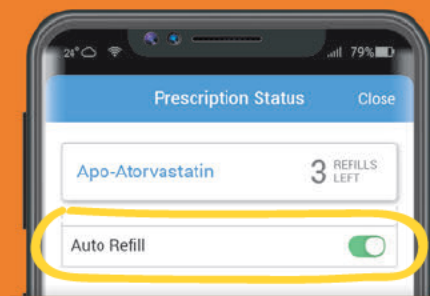


Be sure to watch our YouTube video on how to enroll [here](#).

QUICK TIP

AUTO-REFILL

Once you have the Express Scripts Canada Pharmacy app installed and running on your mobile device, make sure to turn on 'auto-refill.' It's a great way to ensure you never run out of your prescriptions.



Take advantage of Auto Refill offered by the Express Scripts Canada Pharmacy!