



**North Carolina Department of Health and Human Services  
Division of Public Health • Epidemiology Section  
Communicable Disease Branch**

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Beverly Eaves Perdue, Governor  
Lanier M. Cansler, Secretary

Jeffrey P. Engel, M.D.  
State Health Director

**NC ADAP SURVEY – CASE MANAGERS**

How long have you been an HIV Case Manager? Years \_\_\_\_\_ Months \_\_\_\_\_

What counties do you serve? \_\_\_\_\_  
\_\_\_\_\_

What type of agency do you work in (i.e. hospital, clinic, case management agency, etc.)?  
\_\_\_\_\_

Approximately how many total clients do you serve? \_\_\_\_\_

How many ADAP clients do you serve? \_\_\_\_\_

Have you ever called CVS Caremark or have they called you regarding a client?

Yes             No

**If yes, did you find them (check all that apply):**

- Helpful/Professional
- Rude/Unprofessional

Do you or your agency receive medication shipments for clients?

- Yes **If yes, please answer the following questions**
- No **If no, please go the last two questions**

How does the customer service person from CVS Caremark review the upcoming needs of the medication shipments for clients?

- By phone
- Fax list
- Automated refill
- Other, please specify \_\_\_\_\_

Have the medications ever arrived damaged?

- Yes             No

**\*If yes, what was the damage** \_\_\_\_\_

Have you ever received an incomplete medication order?  Yes     No

Comments \_\_\_\_\_  
\_\_\_\_\_



**North Carolina Public Health**  
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Location: 225 N. McDowell Street • Raleigh, N.C. 27603



Have you ever received an incorrect medication order?  Yes  No

Comments \_\_\_\_\_  
\_\_\_\_\_

Are the shipments normally received on the expected date?  Yes  No

Comments \_\_\_\_\_  
\_\_\_\_\_

How many medication shipments on average do you receive each month? \_\_\_\_\_

How do you track the medication shipments (check all that apply)?

- Log of shipments
  - Computer log
  - Paper log
  - Other \_\_\_\_\_
- Log of client medication pick-ups
  - Computer log
  - Paper log
  - Other \_\_\_\_\_

If the client does not pick up their medications do you:

- Attempt to contact the client by phone or mail
    - Track the attempts?
    - Make a note in the client's record?
  - Contact CVS Caremark that the medications have not been picked up
    - Do you inform CVS Caremark when they call to confirm the shipment?
    - Do you inform the client's clinician if the medications haven't been picked up in over a month?
- What is done with medications that are not picked up? \_\_\_\_\_
- \_\_\_\_\_

Are there medications not covered by ADAP that you would like to see on the formulary?

Yes  No

**\*If yes, please list those .** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Do you use the ADAP Program website for information, forms, etc.?  Yes  No

What suggestions or comments do you have for the ADAP Program? (Use additional pages if necessary)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_