

DURING VIVITROL TREATMENT, A **VIVITROL2GETHERSM** COORDINATOR CAN HELP PROVIDE LOGISTICAL SUPPORT AND REFILL REMINDERS

Contacting Patients Via Phone

- 1** A Vivitrol2getherSM Coordinator* can make a **welcome call** to each newly enrolled patient to answer any transition-of-care and logistical questions once their prescription has been sent to a pharmacy.
- 2** An **appointment reminder call** can be made prior to each appointment.
- 3** A **follow-up call** can take place after each appointment.
- 4** Unless the patient opts out of receiving calls, **Steps 2 and 3 can take place monthly** as long as the patient is still being prescribed VIVITROL.

Contacting Patients Via Text

Vivitrol2getherSM offers text messaging as an additional communication channel. Texts will supplement phone outreach from coordinators and allow flexibility for patients' preferred method of communication.

- The patient will receive a text acknowledging their enrollment, alerting them that a coordinator will be calling them, and prompting them to opt in to receive text messages
- If the patient does not answer the welcome call, they'll receive a text letting them know the coordinator is trying to reach them
- The patient can receive a text that provides an appointment reminder for their injection appointment
- The patient can receive a text to confirm that they received the injection and notifying them that they will receive a reminder for their next appointment
- Patients may opt out of receiving text messages at any time



Contact a Vivitrol2getherSM Coordinator:

1-800-VIVITROL (1-800-848-4876)

Monday-Friday, 9:00 AM–8:00 PM ET

Fax: 1-877-FAX-VIVI (1-877-329-8484)

*A Vivitrol2getherSM Coordinator does not provide medical advice or individual patient care. For medical questions, be sure to consult with your healthcare provider.



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VIV-005472
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