

CONSUMER ADVOCACY

At BioRx, customer service is delivered through our unique Consumer Advocacy Program. **Each patient with a primary immune deficiency disorder (PIDD) is considered a consumer requiring special attention and consideration.** That is why a BioRx Consumer Advocate, in addition to a field representative, is assigned to every consumer to ensure both patient and caretaker satisfaction.



"Because I have a daughter with CVID who has received IgG therapy at home for 13 years, I want to make sure our PIDD consumers have access to the clinical care and support services I want for my own child."

Carol Ernst, RN, Director
Consumer Advocacy

Our Consumer Advocates can:

1. Assist you with navigating the complex healthcare system, in order to receive the treatment and support that you need
2. Help you order and schedule supplies and drug deliveries, maintain in-home inventory, and coordinate nursing support
3. Provide education and support regarding PIDD....to both the patient and caregiver
4. Act as a link to both local and regional non-profit and consumer support groups.



CONSUMER ADVOCACY (cont.)

Your Consumer Advocate is available to answer questions and minimize your fears and frustrations.

You don't have to wait to get the information and support that you need.

Questions?

Call and speak with the Director of our Consumer Advocacy Program, Carol Ernst, at 1-800-559-3173

YOU AND YOUR FAMILY ARE NOT ALONE!

"I have to thank everyone from BioRx for helping me make the switch from IMG to Sub-Q. It has changed my life so much; I love it. My illness is finally more in my control. Thank you!"

— Mandy B, 29-year-old mother with hypogammaglobulinemia, who switched successfully from IVIG to Subcutaneous IgG therapy with BioRx

"BioRx is a breath of fresh air to me. BioRx has given me a lifeline...I continue to be amazed with the quality of the supplies, the pumps, and of course the staff and support network at Biorx. My only disappointment is that I didn't start sooner with BioRx! Thanks BioRx for caring about your patients and going the extra mile. You are simply the best."

— Jessica G., 29-year-old nurse with hypogammaglobulinemia, who recently switched to BioRx for SubQ treatment

