



8737 Colesville Road, Suite 400 | Silver Spring, MD 20910
800-225-6872 | info@tscalliance.org | tscalliance.org

Emergency Medicine Checklist

Having access to the medicine you need is crucial for managing TSC. This guide should help you navigate delays in obtaining prescriptions. This checklist uses the second person “you,” which may refer to the individual with TSC or a parent/legal caregiver of an individual with TSC.

Step One: Contact the prescribing provider’s office as soon as you identify a possible delay

This initial call will be helpful especially during off-hours, as you’ll be notified who the covering provider is and will have an opportunity to brief them on the situation.

- Let your provider know that you are addressing the issue and may be requesting additional prescriptions.

Step Two: Contact your specialty pharmacy and ask to speak with the pharmacist who has been assigned to you

This conversation will help you identify any manufacturer-specific emergency processes that the specialty pharmacy has in place. You may be able to access a temporary (“bridge”) supply until a formal insurance authorization is granted. To access a bridge supply:

- Work with the specialty pharmacist to navigate the bridge supply access protocol
- This step may require your prescribing provider to send an additional prescription for the bridge supply.

If the specialty pharmacy has a policy in place to not contact the prescribing provider, you will need to obtain the following information and relay it to your prescribing provider. Note: even if the specialty pharmacy offers to call the clinic, we recommend that you gather this vital information regardless, in case the communication cycle gets interrupted.

- What exact prescription needs to be written to access a bridge supply? (Medication name, dose, quantity, etc.)
- Where does my provider need to submit the prescription? (Fax number, secure electronic prescription portal, etc.)

The TSC Alliance is unable to provide verbal instruction to the specialty pharmacy nor facilitate faxes. However, the TSC Alliance is able to aid with shipment-related barriers – if you foresee a shipment issue, the TSC Alliance may be able to help escalate through appropriate channels within the specialty pharmacy.