

yell⁴ santam yellow **WOW STORY**

A Santam Yell for Yellow member logged a request for medication.

The member is on a journey to quit smoking, which can be stressful and challenging. The member made a request to find a pharmacy that stocked Champix (second package) – a scripted medication to stop smoking.

We reached out to numerous pharmacies and advised that the medication needed to be ordered. When the pharmacy called the supplier to place an order, they were informed that there was no stock and couldn't confirm if stock would be available again.

We did not stop there – a Santam Yell for Yellow personal assistant called the client and asked if it would be okay to contact his doctor about prescribing the next best medication for the client to take.

The member granted Santam Yell for Yellow permission to call his doctor. The doctor advised Nicorette chewing gum. The member was happy with the doctor's advice and we obtained prices on Nicorette 2mg and 4mg.

We followed up with the member whom had purchased the Nicorette chewing gum from one of the pharmacies that was provided to him by Santam Yell for Yellow.



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