



ReadyMed FAQ

Q: What is Chancy Drugs ReadyMed VIP program?

A: ReadyMed is Chancy Drugs medication adherence program that identifies patients at increased risk for non-adherence with prescriptions. ReadyMed VIP patients have access to many beneficial services designed to help them properly manage their disease states by taking the right medication, the right way, at the right time.

Q: Why is ReadyMed so important?

A: It's the right thing to do for our patients. It's the best way to ensure our patients are taking the right medication, the right way, at the right time. ReadyMed growth is one of our company's top priorities.

Q: What are the benefits for patients?

A: Simply put, ReadyMed gives our patients peace-of-mind. The proactive approach to medication adherence helps minimize potential medication complications for patients, eliminates multiple trips to the pharmacy every month, and helps us identify any medical issues before they start and before they become too complex for the patient to manage.

Q: What are the benefits for Chancy Drugs?

A: ReadyMed enhances operational efficiency in our stores, improves inventory management, and enables us to have a proactive, patient-focused workflow.

Q: Who is the ideal ReadyMed VIP patient?

A: A patient taking three or more maintenance medications, a patient with

two or more disease states, and a patient that struggles to stay adherent with their medications.

Q: What is the difference in a ReadyMed VIP and ReadyMed+ patient?

A: All ReadyMed patients are considered ReadyMed VIP. A ReadyMed+ patient is a patient that has their medications synced to fill on specific day each month, and their medications are packaged by the LTC pharmacy in dose packs and placed into the red ReadyMed box. The LTC pharmacy handles all communication with our ReadyMed+ patients.

A ReadyMed VIP patient receives calls monthly from the Health Coach in the ReadyMed Solutions Center. These patients have their medications synced to fill on a certain day every month, however their medications are packaged in bottles at their store, rather than in dose packs.

Q: Is ReadyMed+ just for patients living in a long-term care facility (nursing home)?

A: ReadyMed+ can be beneficial for any patient that takes multiple maintenance medications daily, regardless of the patient's age or where they live.

Q: Do all ReadyMed VIP patients have their medications packaged in packs?

A: No. All ReadyMed patients participate in medication syncing, but only ReadyMed+ patients have their medications packaged in dose packs.

Q: Who's responsible for ReadyMed?

A: The entire company is responsible for ensuring ReadyMed is successful. ReadyMed is a company-wide effort (see flow charts), and many departments work together to ensure it works seamlessly.

Q: What is the ReadyMed Solutions Center? Who calls our ReadyMed VIP patients?

A: The Solutions Center is staffed with Health Coaches that work closely with patients, our stores and the LTC pharmacy to enroll every new ReadyMed patient. Health Coaches then work closely with the stores and the LTC pharmacy to ensure the patient's medications are synced properly, so the med sync process may begin. Once a patient has been through the enrollment and onboarding ReadyMed VIP process, Health Coaches are responsible for calling ReadyMed patients every month to proactively remove any barriers to medication adherence, and then work with the stores to "prep" each patient for the review and refill process. Health Coaches also work directly with physician practices to address any medication concerns patients are experiencing. Health Coaches are also able to communicate with the physician practice on behalf of the patient when refill requests are needed.

Q: Does Chancy Drugs offer two-way texting for ReadyMed VIP patients? Who responds to the patient's questions when they text us?

A: Health Coaches will soon be on the sending and receiving end of Prescribed Wellness text messages, and will be able to correspond with patients who text questions or concerns via this new

communication platform. Texting will also serve as a way for Health Coaches to communicate easily with certain ReadyMed VIP patients monthly during the review and refill process.

Q: When a ReadyMed+ patient receives their red medication box every month, all their medications will be in individual pouches, but in one box, right?

A: Not necessarily. Each pouch may hold up to five pills. So for patients that take more than five pills at one time, they may actually open multiple pouches, instead of just one, at medication time. Depending on the number of medications a patient takes, some patients may require more than one box to accommodate all their monthly medications.

Q: What happens if a ReadyMed+ patient has a medication change over the course of a month?

A: If a ReadyMed+ patient has changes to medications during the month, they should call the LTC pharmacy immediately at 229.794.7941 to receive guidance on how to continue safely taking medications, and what they need to do next.

Q: What happens if a ReadyMed patient has a medication change over the course of a month?

A: If a ReadyMed patient has changes to medications during the month, they should call the Solutions Center at 229.794.0073 immediately to receive guidance on how to continue safely taking medications, and what they need to do next medication on the date listed on the box.

