



IDENTIFYING AND ON-BOARDING NEW READYMED VIP PATIENTS

IDENTIFY PATIENT

Stores identify patients that could benefit from ReadyMed services and connect them with ReadyMed Solutions Center.

Who should be a ReadyMed patient?

- A patient taking three or more maintenance medications
- A patient with two or more disease states
- A patient that struggles to stay adherent.



INITIAL CONTACT



Wellness Coaches at Solutions Center make initial contact with patient to determine ReadyMed services that would be most helpful.

READYMED VIP PROGRAM



The patient becomes a ReadyMed VIP member.

MEDICATION SYNCHRONIZATION



READYMED+ PATIENT Packaging

LTC, Solutions Center and Stores work together to synchronize the patients medications through short fills and medication reconciliation.



LTC Pharmacy calls patient and prescriber, if needed, before medications are packaged in a box for delivery.

LTC Pharmacy calls patient to verify all information, before medications are packaged in a box for delivery.



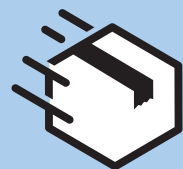
Meds delivered to patient home.



Meds are delivered to the patient's store of choice for patient pick-up.



LTC Pharmacy mails box to patient home.



Pharmacist in store counsels patient and signs off on new patient counseling sticker on the ticket.



LTC handles ongoing calling, prepping, and monthly review and refill process from this point forward.

OR

READYMED PATIENT Bottle Packaging



Stores and Solutions Center work together to synchronize the patients medications through short fills and medication reconciliation.

Medication is filled at patient's store of choice.



Pharmacist counsels patient on being a ReadyMed VIP patient.



Meds mailed to patient home.



Patient picks up meds from store of choice where filled.



Meds delivered to patient home.



Solutions Center handles monthly calling, prepping from this point forward.





READYMED VIP PATIENT MONTHLY REVIEW AND REFILL PROCESS

MEDICATION SYNCHRONIZATION



READYMED+ PATIENT Packaging

Every month, 7–10 business days before prescriptions are scheduled for refill, **LTC Pharmacy calls patient** to see if there are any issues that need addressing or medication changes. Patient will also be asked if they have upcoming doctor's appointments.



LTC pharmacy tech notates changes and concerns in MTM notes and **contacts LTC pharmacist as needed.**



Patient has upcoming **doctors appointment** that could impact medication refill schedule. LTC Pharmacy will adjust accordingly.

LTC Pharmacy **contacts doctors office** if they have yet to send refill from initial request.



LTC Pharmacy **calls patient and prescriber**, if needed, before medications are packaged in a box for delivery.



LTC Pharmacy **calls patient** to verify all information, before medications are packaged in a box for delivery.



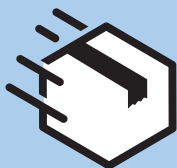
Meds **delivered** to patient home.



Meds are delivered to the patient's store of choice for **patient pick-up.**



LTC Pharmacy **mails** box to patient home.



Pharmacist in store **counsels patient** and signs off on new patient counseling sticker on the ticket.



OR

READYMED PATIENT Bottle Packaging



14 days prior to adherence date, Wellness Coach sends **refill requests** to doctors office for any needed prescriptions.

Every month, 5–7 business days before prescriptions are scheduled for refill, Wellness Coach at Solutions Center calls patient to see if there are any issues that need addressing or medication changes. **Health Coach will do comprehensive review of medications.**



Health Coach **notates changes/concerns** in MTM notes section and contacts ReadyMed Champ at store and/or pharmacist as needed.

Health Coach **queues medication** to begin filling process at the patient's store of choice the following day. This begins the filling process 4–5 days prior to the adherence date.



ReadyMed Champ at store responsible for filling medications and acting on any notations made by Solutions Center staff.



Medication is **filled** at patient's store of choice.

Pharmacist **reviews** Health Coach's notations, reviews patient profile, verifies prescriptions, and counsels patient accordingly.



Meds **mailed** to patient home.



Patient **picks up** meds from store of choice where filled.



Meds **delivered** to patient home.



READYMED VIP PROGRAM PROCESS STARTS OVER EVERY 30 DAYS