



Expanding Patient Care at Pharmacy

Leveraging the expanding expertise and authority of
the Pharmacy Team to provide access to care

2018 Services & Pilots

Executive Summary: Expanding Patient Care

- The healthcare and regulatory landscape is ever evolving creating an opportunity to offer clinical services at pharmacy.
- Within the current legislative and regulatory landscape we are testing a variety of services to determine which are of value to consumers and providers and operable within our organization
- Our ability to expand & sustain our efforts to impact patient care outcomes depends upon critical processes for us to:
 - Communicate across the healthcare delivery system
 - Create a billing infrastructure
 - Support the patient-centered medical home model of care
 - Integrate into retail pharmacy workflow
 - Raise patient awareness of services available

The regulatory landscape is responding in favor of expanded authority of pharmacists and technicians

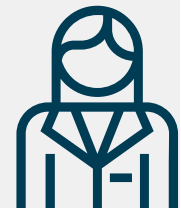
NOTABLE SHIFTS IN AUTHORITY

- Hormonal contraception under protocol/standing authority:
 - CA, OR, CO, HI, MD, AK, TX, NM
 - Other states potential under CPA
- Point of care testing & treatment under Collaborative Practice Agreement:
 - MI, MN, IL, ID, VT, WA
 - TN, CA, FL*
- Idaho leading the way:
 - Prescribing of smoking cessation Rx, epinephrine, dietary fluoride
 - TB testing
 - PhT administering flu vaccine



KEY CONSTITUENTS IN DRIVING CHANGE

- Internal:
 - Government Affairs
 - Regulatory
 - MinuteClinic
 - Corporate Communications
- External:
 - Working with Medical Societies is a critical step in adoption of broader regulations as they often oppose increased authority
 - Legislative bodies
 - Boards of Pharmacy
 - NACDS, APHA
 - Academia



*FL allows under law but DPH revoked Publix' ability to continue service; reinstatement pending

High level competitive analysis reveals a variety of activity among large and small chains

WALGREENS	KROGER/FRED MEYER	OTHER
<ul style="list-style-type: none">• HIV Centers of Excellence: 800 locations; includes RPh on-line chat & links to local testing & treatment• Hepatitis C testing pilot in NY: contractor nurse phlebotomist in select locations for testing and results• Lab services brought on site	<ul style="list-style-type: none">• Screenings:<ul style="list-style-type: none">– Cholesterol– Blood Pressure– Diabetes• Smoking cessation• Body fat analysis• MTM• Pilot collaboration with CDC National Diabetes Prevention Program	<ul style="list-style-type: none">• Bartell's in Seattle:<ul style="list-style-type: none">– 12 clinical services including Animal bites, insect stings, yeast & UTI, Contraception• Sam's Club & Walmart: Flu & Strep testing/treatment in MN & MI• Grocery chains in CA prescribing birth control• Local Flu/Strep testing only pilot in TX

Expanding Patient Care: Pilot/Service Descriptions



Flu & Strep Rapid Testing & Treatment - Pilot

- 12+ years Flu; 18+ years Strep*/ \$29.00 testing fee
- Evaluation, testing and provision of appropriate OTC recommendations & Rx based upon test results; 48 hour follow up patient call
- Visit summary faxed to PCP; Community healthcare resource list provided



Minor Eye Conditions – Pilot

- Age 12+/\$29.00 consultation fee
- Evaluation of minor eye conditions such as stye, conjunctivitis & provision of appropriate OTC/Rx
- Visit summary faxed to PCP; Community healthcare resource list provided



Hormonal Contraception Prescribing – Service Expansion

- Age 18+**/\$29.00 consultation fee
- Evaluation including blood pressure measurement and therapy selection
- Visit summary faxed to PCP; Community healthcare resource list provided
- Payers opting in to cover the cost of the clinical consultation in some states



HIV Centers of Excellence

- Specially trained pharmacy teams to provide clinical and financial support for patients on HIV therapy
- Enactment of patient care programs for patients on HIV therapy
- **Post-exposure prophylaxis prescribing pilot to launch in NY April 2018**

* 7 WA stores piloting strep for age 12+; **Oregon law allows <18 with existing hBC Rx history

Expanding Patient Care at Pharmacy: Current service locations & offerings

State/Pilot	Hormonal Contraception	Flu/Strep Rapid Testing & Treatment	Minor Eye Evaluation & Treatment
California (180 stores)	✓		
Hawaii (6 stores)	✓		
Michigan (9 stores)		✓	
Oregon (18 stores)	✓		
Washington (17 stores)	✓	✓	✓

2018 Expansion (Timing TBD):

- Hormonal Contraception: CA, HI, WA
- Minor Eye: WA
- Flu/Strep: WA & MI

2018 Upcoming Pilots (Timing TBD) :

- Yeast/UTI: WA
- Travel Health Prescribing/Immunization: CA
- TB testing: WA & MI
- Continuation of therapy (one-time refill) prescribing: MI
- hbA1c testing/diabetes consultation: TBD

Hormonal contraception expansion yields a positive business case alongside improving access

hBC Consults June 2017 – February 2018

- 1552 completed to Rx
- 116 (~7%) referred out due to clinical ineligibility, Medicaid exclusion or refusal to pay



*“It’s an exciting and beneficial service for our customers and they really appreciate us”
- CA pilot RPh*

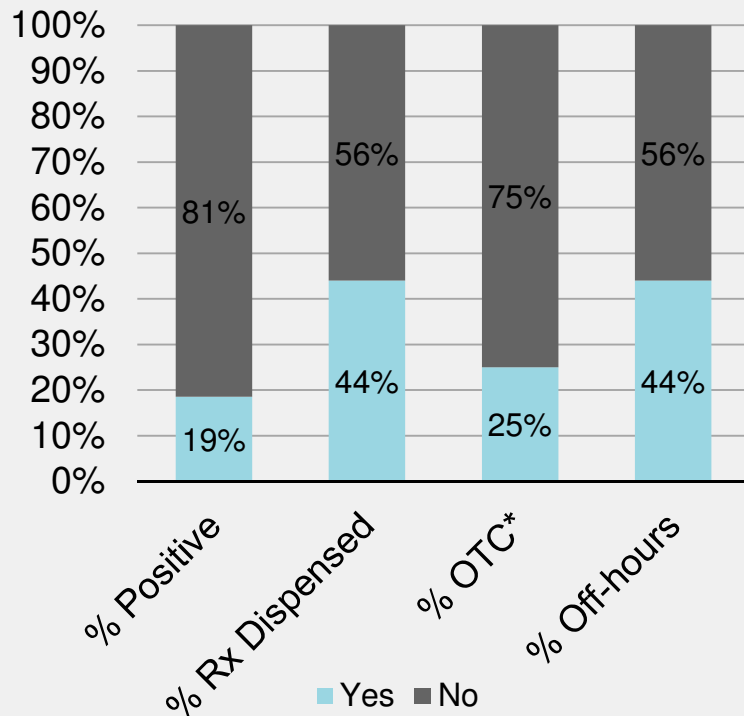
CONTRIBUTION TO SCRIPT COUNT AND STORE P & L (FINDINGS TO DATE):

- Launched stores exhibit an 18% incremental lift in hBC dispensing
- Approximately 28% patients net new to chain
 - Expected to level out to 20% average net new as more stores deployed
- Patients exhibit 85% adherence and <1% transfer out of chain
- 25% net new patients consolidate at least 1 additional Rx



Flu/Strep initial results suggest a service offering with tremendous potential to drive value

Flu/Strep Patient Activity Aug – Dec 2017



POCT HAS PROVEN MINIMALLY DISRUPTIVE TO RPH WORKFLOW:

- Over 100 tests completed to date, with an additional 15 patients declined due to clinical presentation
- Despite only ~20% testing positive, more than 40% of cases resulted in Rx dispensed
- An estimated 25%* of patients made additional OTC purchases averaging \$23
- 44% of patients presented off-hours, suggesting a necessary, value-added service and loyalty driver

*This number is likely lower than reality due to constraints in tracking POS behavior

Prescribing and point of care testing authority is expanding in the U.S.

Hormonal Contraception Prescribing:

- Colorado, Hawaii, Nevada, Utah, Oregon and New Mexico allow pharmacists to prescribe hormonal contraception (additional states under CPA)
- Maryland: Beginning 2019, Pharmacists will prescribe birth control
- New Hampshire: Poised to pass in 2018



Tobacco Cessation Prescribing:

- New Mexico, Idaho, Arizona, California, Colorado all allow pharmacists to prescribe OTC Nicotine replacement
- New Mexico & Idaho allow prescribing of Rx cessation products



Point of Care Testing & Prescribing:

- Idaho*, Illinois, Michigan, Minnesota, Vermont, Washington
- Tennessee, Kentucky, Florida pending passage of legislation; California requires Advanced Pharmacist Certification



*Recent changes to ID regulations expanded scope to wider list of conditions for prescribing

Our future: pharmacy as an integral provider within the healthcare delivery system

	Opportunity	Impact
Expansion of Immunizations	Providing critical prevention services <ul style="list-style-type: none"> Flu, Pneumonia, Hepatitis A/B, Zoster, HPV 	Disease prevention & control <ul style="list-style-type: none"> Patient access, convenience and affordability
Point of Care Testing & Tx	Identify, treat and monitor <ul style="list-style-type: none"> Flu/Strep/Tuberculosis testing Diabetes monitoring 	Reduce burden and cost <ul style="list-style-type: none"> Emergency Room diversion Chronic care monitoring
Increased Prescribing Authority	Minor illness & chronic care <ul style="list-style-type: none"> Poison ivy, conjunctivitis, motion sickness, gap fills 	Access/adherence to treatment <ul style="list-style-type: none"> Hypertension, diabetes, asthma Speed to treatment
IT & Payer Connectivity	Efficiency & minimizing risk of errors <ul style="list-style-type: none"> Access to patient care records and connectivity to patient PCP 	Improved patient experience <ul style="list-style-type: none"> Reducing operational costs & redundancy of services

■ Patient awareness of offered clinical services is vital to gaining operational and clinical learnings



CURRENT SERVICE OFFERINGS HEAVILY DEPENDENT ON STORE TEAM

- Execution varies based on engagement levels of the store team
- In Store signage is limited and not a permanent fixture
 - Low visibility, signs are often lost or not in optimal areas of the store & pharmacy
 - Potential long lead time for production
 - Several pilot sites with no signage at all

As clinical services at pharmacy expand we need online and digital tools to ensure patients have the information they need to find care

Next Steps: