

THE 21ST CENTURY PHARMACY

Home Delivery Is a Convenient, Safe, and Cost-Effective Option for Patients to Access Prescription Drugs



How does home delivery work?



A patient first goes to her local pharmacy to pick up her new prescription



If the drug is for a chronic condition, she will fill several prescriptions at her local pharmacy



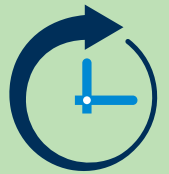
The patient will then use home delivery once she is stabilized on the drug

Mail-service pharmacies typically provide 90-day prescriptions for drugs that treat chronic conditions

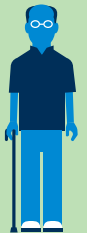
Why choose home delivery?



Customer service representatives and pharmacists are available 24 hours a day, seven days a week



Home delivery is a convenient option for individuals who greatly benefit from prescriptions delivered to their door (e.g., those who are busy, elderly, homebound)



Mail-service pharmacies offer translation services and specialty services for individuals with disabilities (e.g., hearing-impaired services, braille labels for the blind)





Home delivery: safer than traditional drugstores

Before shipping a drug to a patient's home, mail-service pharmacies electronically review the patient's medications to detect any potentially harmful drug interactions — even when the patient uses several pharmacies.

Mail-service pharmacists focus on clinical and cost management functions, rather than basic prescription processing functions.

Computer-controlled quality processes, robotic dispensing, and advanced workflow practices allow pharmacies to fill large quantities of prescriptions while simultaneously enhancing quality and reducing costs.

The Department of Defense found that its TRICARE Mail Order Pharmacy Program was **99.9997% free of clinical errors.**¹

Research found that mail-service pharmacies dispensed prescriptions with **23-times greater accuracy than retail pharmacies.** The error rate was zero in several areas, including dispensing the correct drug, dose, and dosage form.²



\$59.6
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Home delivery saves money

- Mail-service pharmacies keep pharmacy benefit costs down. They have greater efficiency and lower overhead costs than retail pharmacies
- Home delivery will save consumers, employers, and other payers **\$59.6 billion over 10 years**³
- The federal government found that costs at mail-service pharmacies were **16% less** than traditional brick-and-mortar drugstores⁴
- Researchers found that 84.7% of patients who received their medications by mail stuck to their prescribed regimen at least two-thirds of the time, versus 76.9% of patients who picked up their drugs at a traditional drugstore⁵
- Medication adherence can lead to reductions in other health care spending, including extra visits to the doctor and rehospitalizations



1 Office of the Inspector General, Department of Defense, *The TRICARE Mail Order Pharmacy Program Was Cost Efficient and Adequate Dispensing Controls Were in Place.* (July 2013).

2 Teagarden, J. R., et al, Dispensing Error Rate in a Highly Automated Mail-service Pharmacy Practice. *Pharmacotherapy: Official Journal of the American College of Clinical Pharmacy*, 25(11), 1629-1635. (2005).

3 Visante, prepared for PCMA. (September 2014).

4 Centers for Medicare & Medicaid Services, *Part D Claims Analysis: Negotiated Pricing Between General Mail Order and Retail Pharmacies.* (December 2013).

5 Duru, O.K., et al, Mail-Order Pharmacy Use and Adherence to Diabetes-Related Medications. *The American Journal of Managed Care*, 16(1), 33-40. (2010).