Community pharmacy fills gaps in access and affordability for patients, payers

Ainten Schna tumpka Tallassee Labama Rive Hayneville o William Bill Dannel Montgomery Camden Reservoir homasville Tu Fort Deposit Greenville Unior

NACDS members operate pharmacies in every state and Congressional district.

Have you toured one in yours?

NACDS invites members of the 113th Congress to experience first-hand the patientcare power of community pharmacies – the face of neighborhood healthcare.

Through an NACDS RxIMPACT Pharmacy Tour, you will see what your constituents see and take away insights about how:

- Pharmacies help patients use medicines safely and stay healthy
- Innovative pharmacy services do even more to improve patient health and quality of life
- Widely trusted and accessible, pharmacists are extremely valued by those in greatest need
- Pharmacy services improve healthcare affordability.

Please contact NACDS' Heidi Ecker at (703) 837-4121 or hecker@nacds.org.



dsn_R

A LEBHAR-FRIEDMAN® PUBLICATION 425 Park Ave., New York, NY 10022 (212) 756-5220 Fax (212) 756-5256 Subscription Services: (813) 627-6707

President/Retail Group Publisher John Kenlon (212) 756-5238, jkenlon@lf.com Publisher Wayne Bennett (212) 756-5157, wbennett@lf.com Editor in Chief Rob Eder (212) 756-5160, reder@lf.com Group Managing Editor Teresa Dombach (212) 756-5015, tdombach@lf.com Senior Editor/OTC & Natural Health Michael Johnsen (717) 865-9030, mjohnsen@lf.com Senior Editor/Beauty Care Antoinette Alexander (212) 756-5246, aalexand@lf.com Associate Editor/Pharmacy Alaric DeArment (212) 756-5167, adearmen@lf.com Desk Editors Rebecca Haughey, Melissa Valliant Online Editor

Online Editor Jason Owen

Designer Calvin Anthony

Contributing Editors Jim Frederick

Director of Continuing Education and Clinical Content **Suzanne Feeney** (570) 441-1970, sfeeney@lf.com

REGIONAL SALES OFFICES NEW YORK 425 Park Ave. New York, NY 10022 Associate Publisher Eric Savitch (856) 489-3336, esavitch@lf.com Beauty Director Steve Dixon (212) 756-5237, sdixon@lf.com Area Manager Mike Shaw (212) 756-5134, mshaw@lf.com

MIDWEST Central Regional Manager Catherine Stephany (312) 645-5081, cstephan@lf.com

WEST Western Regional Manager Mary Fagnano (818) 386-8709, mfagnano@lf.com

PRODUCTION/MANUFACTURING Senior Production Manager Theresa Nicosia (212) 756-5033, tnicosia@lf.com

CONFERENCES & EVENTS Executive Director of Special Events Jim Kauhl (603) 432-4077, jkauhl@lf.com

CUSTOMER SERVICE

(813) 627-6707, Fax: (813) 627-7062 Having a problem with your subscription? Send us full details with the mailing label of the last copy you received, along with your telephone number. Write to Circulation Fulfillment Director, *Drug Store News*, P.O. Box 2005 Skokie, IL 60076-9980

PERMISSIONS

Materials may not be reproduced without written permission. Requests should be directed to John Kenlon, President/Group Publisher, *Drug Store News*, 425 Park Ave., New York, NY 10022.

Rimpact

The pharmacy solution



As our nation inches ever closer to full implementation of the Patient Protection and Affordable Care Act, I often feel like the stories we tell in *Drug Store News* reach beyond our industry.

Each year, the United States spends almost \$300

billion in additional health costs due to patients not taking their medications as they are supposed to — that's about 12% of total healthcare costs. Seven-of-10 privately insured seniors suffer from one or more chronic conditions, such as diabetes and heart disease. Research conducted by CVS Caremark has shown that patients with chronic conditions who take their medications correctly save our healthcare system about \$7,800 per patient. Yet, as many as 50% of these patients stop taking their medications within a year.

Pharmacists do a lot more than just dispense prescriptions. They engage in a practice called medication therapy management, working closely with patients to ensure they take their medications correctly. This practice is returning

NACDS Impact Report

What pharmacy can do to plug the gaps in health care Page 4

Pharmacy Profiles

Ahold	Page 6
Bartell Drugs	Page 7
Bi-Lo	Page 7
Costco	Page 8
CVS Caremark	Page 8
Delhaize America	Page 9
Fred's	Page 9
Fruth F	age 10
Good Neighbor Pharmacy F	age 10
Hartig F	Page 11
Н-Е-В Р	Page 11
HomeTown Pharmacies F	
Kerr Drug F	age 12

Kinney DrugsPage 13LovelacePage 13Navarro Discount PharmaciesPage 14Professional SpecializedPage 14Rite AidPage 15Ritzman PharmaciesPage 15ShopRitePage 16SupervaluPage 17Thrifty WhitePage 17WalgreensPage 18WalmartPage 18

about \$12 in savings for every \$1 invested in it.

Pharmacists increasingly are providing immunizations and vaccinations — a role most could not fill even just five years ago. According to a recent study, immunization programs conducted in a pharmacy setting versus a physician's office save about \$31 per beneficiary on average.

That is why we have compiled this special report: To help illustrate how community pharmacy can — and is — making a difference.

EDITOR'S NOTE: Drug Store News would like to acknowledge all the companies expected as of press time to participate in NACDS RxImpact Day 2013: Ahold USA, Bartell Drugs, Bi-Lo/Winn-Dixie, Big Y, Brookshire Grocery Co., Costco, Dean Clinic Pharmacy, Delhaize America, Fred's, Fruth Pharmacy, Genoa Healthcare, Giant Pharmacy, Good Neighbor Pharmacy, Hartig Drug Co., H-E-B, Hi-School Pharmacy, HomeTown Pharmacies, Kinney Drugs, Klingensmith Drug Stores, Lovelace Pharmacy, Navarro Discount Pharmacies, PharmaHealth, Piggly Wiggly Carolina, Quickchek, Red Cross Pharmacy, Rexall Pharma Plus, Rite Aid, Safeway, Shoprite/Wakefern, Supervalu, Target, Thrifty White, Walgreens and Walmart.

MARCH 2013 • 3

What pharmacy can do to plug the gaps in health care

There is a major healthcare provider shortage in America that only stands to make patient access even more of a problem in the face of a number of critical headwinds. The number of U.S. medical school graduates choosing a residency in family medicine is down 54% since 1997 - it's expected that the provider gap will reach 30,000 in the next two years, and more than 65,000 by 2025.

That is adding up to longer wait time for patients. Currently, it takes almost three weeks for a patient to get an appointment with a general practitioner, and as many as 59 days in Los Angeles and 64 days in Boston — this despite the fact that the state of Massachusetts has the highest number of primary care physicians in the country.

A growing number of Americans have no medical home anywhere from one-third to 50% of patients. One-third of Americans are clinically obese — expected to reach 50% by 2030. In the next 10 years, it's expected that 75 million Americans will have diabetes. With the aging of the baby boomers, 10,000 people will turn 65 years old every day for the next 20 years. And the Patient Protection and Affordable Care Act will add 32 million newly covered patients in 2014.

What can community pharmacy do about it?

The average American lives within five miles or less of the nearest pharmacy.

What can the community pharmacist do about it?

Consider a study of medication therapy management programs conducted among Minnesota Blue Cross/Blue Shield patients that found reductions in total healthcare costs of 31.5% per beneficiary, from \$11,965 to \$8,197. The total cost for these MTM services was about \$49,490, but total healthcare costs for all patients in the programs were reduced from \$2,225,540 to \$1,524,703 — that's a return of \$12.15 for every \$1 invested in MTM.

Another study that examined the effects of pharmacist care on 2,000 patients with heart failure from 1998 to 2007 found a 29% reduction in hospitalizations.





Nearly all Americans (94%) live within five miles of a community pharmacy



Source: NCPDP Pharmacy File, ArcGIS Census Tract File, NACDS Economics Department



Pharmacies in Profile

One of America's most intractable challenges is the staggering cost of health care. Policy-makers agree that Medicare and Medicaid — not to mention the nation's frayed health system overall — can't continue to sustain the costs of care. One vital but underutilized resource that could help break the cost cycle is the nation's nearly 62,000 community pharmacies — and the pharmacists who staff them. Pharmacists are equipped to provide a wealth of patient care services beyond prescription dispensing and basic counseling. They prevent health conditions from spiraling out of control for millions of Americans, catch dangerous diseases in their early stages, and help patients manage chronic diseases and complex medication regimens. What's more, they're a community's most accessible and cost-effective health professional. It's not just about reducing the costs of drugs, it's the role the community pharmacist can play in helping reduce the total medical spend. This special report offers a close-up look at the health contributions provided by 25 pharmacy companies across the United States — and the additional solutions they could provide if pharmacists are empowered to practice at the top of the profession and are made full members of an integrated, outcomes-driven health team.

Food-drug combo brings Ahold customers healthy living

Ahold USA banners — which include Stop & Shop in New York, New Jersey and New England; Giant Food Stores of Carlisle, Pa.; and Giant Food of Landover, Md. — play an important role in the neighborhoods they serve, particularly when it comes to providing pharmacy, health and wellness services to the public.

"The big thing is that pharmacy is promoting healthy living and healthy eating solutions across the entire store," Ahold USA SVP pharmacy, health and beauty care Raymond McCall said. "And some of the goals we're looking at are encouraging customers to live healthier lives; positioning pharmacists as knowledgeable, approachable resources; and promoting



Ahold is looking to position pharmacists as key providers of healthcare services.

health and beauty."

Combining food with pharmacy has become a signature initiative at Ahold's stores, which include services like nutritionist referrals of customers to the pharmacist. The company also has partnered with Unilever to sponsor in-store clinic programs and with the Quaker Oats Co. to target customers who take cholesterollowering drugs and promote oatmeal as a way to lower overall cholesterol. Giant-Landover has become the first chain on the East Coast to stock Thrive, an ice cream-like nutritional product for people whose health conditions make it difficult to eat solid food, keeping the product in a freezer near the pharmacy.

But positioning pharmacists themselves as key providers of healthcare services has been a major priority for the company as well. In 2012, Ahold began training pharmacists to receive specialized training for diabetes, working with the American Pharmacists Association, with the goal of having one pharmacist in each store who is a diabetes care specialist.

The chain also has a small but growing retail clinic operation, with four clinics in central Pennsylvania that offer basic services like treatments for cough, cold and sore throat; blood pressure checks; and screenings. In future clinics, the company will partner with Green Bay, Wis.-based Bellin Health and may expand the services to include lab testing. There also are plans to expand such programs as refill reminders and immunizations, the latter of which currently focuses on flu but could soon include travel vaccinations and shingles.

Local approach helps Bartell build outreach

Given Bartell Drugs' stature and 123-year history in the Puget Sound region, it should come as no surprise that using its pharmacists to reach out to the community has been a central part of the 58-store pharmacy chain's business.

In addition to sponsoring such events as health fairs, the chain is participating in the Global to Local Initiative, which is led by the government of King County, Wash., and Seattle-based Swedish Medical Center. The program focuses on providing medical services to recent immigrants, particularly those with limited English and little or no understanding of the U.S. healthcare system, mainly in the nearby cities of



Bartell Drugs uses its pharmacists to reach out to the community.

Tukwila and SeaTac, Wash.

Bartell provides pharmacy services and educational outreach for the program, which also is being expanded to include education on disease states and medication. "There's a lot of these individuals who are not familiar with the resources available to them," pharmacy professional services manager Billy Chow said, adding that many recent immigrants are unfamiliar with the prescription process.

In addition to Global to Local, the chain has travel clinics at 12 of its stores. The clinics allow customers planning travel abroad to obtain immunizations against diseases for which they might be at risk. Also, Bartell pharmacists — working under the supervision of local physicians and within strict, collaborative protocols — can initiate prescriptions for certain prophylactic medications for preventing such conditions as malaria, and also can provide consultative services.

But immunizations to promote health and wellness, in general, are a big deal for the chain as well. They help increase access to a common medical procedure for which patients traditionally had to schedule doctor's appointments. "For pharmacies, because there are so many of them, having the pharmacist readily accessible makes access to health care so much more convenient," Chow said.

Bi-Lo 'thrive!'-ing on prescription, wellness programs

Bi-Lo and its newly acquired Winn-Dixie operations have been serving the Southeast market for more than 50 and 80 years, respectively. Together, the company's 687 grocery stores and 493 in-store pharmacies serve up pharmacy services alongside tools to shop healthier.

Bi-Lo recently upgraded its prescription program that offers patients discounts on more than 450 generic medications and varied discounts on name-brand and other generic medications.

"Not everyone has insurance or health benefits that adequately cover prescriptions," stated John Fegan, VP pharmacy for Bi-Lo, in making the announcement about the program. "This expanded program offers significantly deeper services to our customers [and] provides a wider array of discounted medications."

Customers participating in the Bi-Lo BonusCard prescription program receive \$4 30-day and \$10 90-day generic prescription pricing across a formulary of more than 450 generic drugs. Bi-Lo also offers members several antibiotics free of charge, as well as free blood pressure medication, including lisinopril, and free diabetes medication, including metformin.

The company also has invested heavily in making it easier



Bi-Lo recently acquired Winn-Dixie, boosting its number of stores and pharmacies.

for patients to make healthier food choices through a healthand-wellness initiative called Bi-Lo thrive!, which launched in 2010. The initiative features a full-time registered dietitian who provides customers with free health-and-wellness tips while showing shoppers that buying healthier foods can be affordable and easy. Bi-Lo's dedicated dietitian also is readily accessible via email at thrive@bi-lo.com.

Range of low-cost health services puts Costco ahead

Costco has exploded in popularity in recent years as Americans respond to its consistently low prices and expanding mix of product categories and services. But the company, which now serves more than 65 million members through more than 620 warehouse stores, including some 450 in the United States and Puerto Rico, also has developed a growing menu of health-and-wellness offerings.

"Costco ... continues to expand its ancillary business offerings, including pharmacies, optical and hearing aid centers,"



Costco filled more than 3 million eyeglass prescriptions in its 589 optical centers.

the company reported. "These businesses are great examples of how we can achieve high standards of excellence ... and enhance the value of a Costco membership."

Costco now sells more than \$4 billion annually in prescription medicines through some 550 in-store pharmacies, building on its reputation for low prices but also on its determination to serve many of its club members' health-and-wellness needs under one roof. In addition to the 36 million prescriptions filled by Costco pharmacists in fiscal 2012, the company also filled more than 3 million eyeglass prescriptions in its 589 optical centers and fitted hundreds of thousands of members with hearing aids in 469 of its locations last year.

Besides prescription delivery, an automatic refill option, and Web-based options for ordering prescription refills and home health equipment, Costco customers can access a variety of free periodic health screenings at the pharmacy. "Our osteoporosis screening uses ultrasound technology to assess one's risk for this condition," the company reported. "Our healthy heart screenings offer a risk assessment for heart disease, a lipid-stick profile test and a blood pressure check. Our lung health screening uses a spirometer to identify those at risk of COPD at the pre-symptomatic stage."

CVS leverages face-to-face interactions, clinics

Looking to help curb the \$300 billion annual drain on the U.S. healthcare system due to medication nonadherence, CVS Caremark — which operates more than 7,400 retail pharmacy locations — is leveraging its innovative offerings, army of pharmacists and broad store network to improve patient outcomes.

"What we've found to be most effective for our patients in improving outcomes and patient care is the face-to-face and oneon-one time you can get with the pharmacist. Particularly with chronic conditions and identifying gaps in care," said Papatya Tankut, VP pharmacy affairs.

Enter Pharmacy Advisor. This flagship program is driven by the fact that face-to-face counseling between pharmacists and patients can be two to three times as effective as other forms of communication in driving adherence to prescription drug regimens. The condition-based program, which started in 2011, alerts pharmacists when patients are not adherent to their medication regimens or have a gap in care, allowing pharmacists to intervene with patients and communicate with the patients' physicians in real time.

Earlier this year, CVS Caremark announced an expansion of the program to now cover asthma, breast cancer, chronic obstructive pulmonary disease, depression and osteoporosis, in addition to diabetes and cardiovascular conditions, with more than 3.8 million interventions conducted as of early February.

In addition, the pharmacy retailer has a series of patient care



CVS Caremark is using its army of pharmacists to improve patient outcomes.

initiative-type programs — such as refill reminder programs, immunizations, automatic refills and adherence outreach calls.

Meanwhile, CVS Caremark's MinuteClinic continues to demonstrate that nurse practitioners and physician assistants will play a key role in access, quality, improving outcomes and an overall reduction of costs. A strong example is Massachusetts, one of MinuteClinic's fastest-growing states. Despite having the highest number of primary care physicians per capita, wait times for primary care doctor appointments continue to rise in the state and stood at 45 days in 2012, up from 36 days in 2011. Minute-Clinic also is working to expand its scope of services into such areas as chronic disease care, wellness and injection therapies.

Delhaize links pharmacy, nutrition efforts

Based in Brussels, Delhaize Group is a name many Americans have never encountered. But tens of millions of consumers from Maine to Florida shop in one of the company's 1,650 U.S. supermarkets, including Food Lion in the Southeast and mid-Atlantic states, Hannaford in New England, and Sweetbay and Harvey's in the Southeast. The pharmacies in many of these stores are electronically linked via a common pharmacy computer platform so that customers can fill their prescriptions at any of Delhaize America's in-store pharmacies while they travel.

While at the pharmacy, customers also can get their blood pressure checked, have special medications prepared via compounding in some locations, or obtain a flu shot from one of the company's pharmacists. Through a program called Healthy Saver, patients also can save money on prescriptions, diabetic supplies, hearing aids and vision care products.

Offering better nutrition and healthier eating choices has become a core mission across all Delhaize divisions. Select stores offer free nutrition classes, led by registered dietitians and covering such topics as eating to lower cholesterol or blood sugar levels and prenatal nutrition.

Through an on-shelf rating system called Guiding Stars, stores also provide information about calories, saturated fat, sodium and sugar. "Action to prevent and manage ailments and diseases like obesity, diabetes and malnutrition will benefit our local com-



The pharmacy records at Hannaford stores, Delhaize America's New England chain, are linked to the company's other banners to provide convenience for customers.

munities, customers and associates," the company reported.

To that end, the company has pledged to reduce sugars and salts within many of its own private-brand packaged foods and is working to "improve health-and-wellness communications in the areas of affordability and disease control," according to a company statement. "Increasing the visibility of healthier products to customers is a top priority. We are doing this in many ways, from in-store nutritionists, to clear on-pack product labeling."

Delhaize encourages its pharmacists to work in partnership with its staff of nutritionists and dietitians to boost customers' healthy-eating habits and provide advice on vitamins and herbal remedies that complement customers' prescription therapy.

Pharmacy a core pursuit for discounter Fred's

Fred's Super Dollar is the only retail operator that identifies both as a dollar store and a retail pharmacy operator. That means its 320 pharmacy operations, concentrated primarily across the Southeast corner of the United States, are primed to deliver healthcare value to the patient population who may need it the most — lower-income households.

Pharmacy represents a core pursuit for the Memphis-based discount retailer. Last year, Fred's gained entry into the spe-



Fred's is positioned to deliver healthcare value to lower-income households.

cialty pharmacy arena through its partnership with Diplomat Specialty Pharmacy. "They'll be able to help us with back-end clinical services, support, patient outreach [and] patient education — all those plug-ins that are required to manage this hightouch patient," said Rick Chambers, Fred's EVP pharmacy operations. "It will definitely, we believe, open up some other drug therapies for us that we've not had access to in the past."

In addition to creating a specialty pharmacy offering for its patients, Fred's also is driving awareness around vaccinations. "We expanded immunizations given this year by [more than] 43%," noted Bruce Efird, Fred's president and CEO. "Our pharmacy team has done an excellent job communicating with customers regarding the immunizations available beyond the typical flu shots."

And Medagate recently chose Fred's to launch the first implementation of its 2.0 restricted-spend platform, which encourages consumers to make healthy living choices as part of employer-driven wellness programs. Medagate's OTCNetwork helps Medicaid plans, for example, enhance wellness programs, reduce costs and improve member health through retail integrated OTC benefit and incentive programs.

Fruth providing first line of health defense for rural area

Fruth Pharmacy — a regional chain that serves the area along the border between West Virginia and Ohio — has made a point to provide access to such services as diabetes counseling, medication therapy management, screenings for blood pressure and cholesterol, and immunizations against such infections as flu and shingles. Services like these are common at retail pharmacies, but they're especially important in the market Fruth serves, which has an acute shortage of primary care providers.

"Physicians often send patients to Fruth," president and chairman Lynne Fruth said. "I do believe that the pharmacist in our area is the most accessible healthcare provider out there, and is often the first line a person will go to. So they definitely serve a different role in a rural area — a more extensive role — than they do in areas where there are more opportunities for primary care."

The chain also has a pilot program with the National Association of Chain Drug Stores Foundation to provide rapid screening for influenza, whereby Fruth is planning to set up a protocol that would allow the pharmacist to dispense Tamiflu to patients who test positive for influenza.

One of a pharmacist's most important roles is to ensure that patients take their prescribed medications as directed by physicians. To address poor medication adherence, Fruth is working



Fruth Pharmacy serves an extensive role in its rural, underserved region.

with a local hospital system to develop an accountable care organization, where it would work with the hospital on medication reconciliation for patients discharged with certain medical conditions, providing counseling phone calls and making sure patients adhere to their therapies so they don't need to be readmitted.

The chain also provides medication synchronization for patients taking multiple medications, contacting them via phone and in-store counseling to ensure they take their drugs.

Good Neighbor wins high marks for care, service

One of America's best-known brands in community pharmacy is hidden in plain sight. Good Neighbor Pharmacy is a sprawling, nationwide network of more than 3,400 independently owned and operated community pharmacies operating in all 50 states, the District of Columbia, Puerto Rico and Guam. But it's likely that few Americans are really aware of GNP's massive scale and national reach; to most of them, Good Neighbor means the local neighborhood mom-and-pop drug store where a friendly pharmacist delivers personalized and attentive health services and prescription medicines.

Behind that "mom-and-pop" is a massive support struc-



Good Neighbor Pharmacy provides personal service with the backing of ABC.

ture. In addition to their own personal commitment to pharmacy patient care, GNP owners are backed by the marketing muscle and expertise of a powerful partner and sponsor, pharmaceutical wholesale and health services giant AmerisourceBergen Corp.

Armed with ABC support services and their own deep commitment to community health and patient care, GNP pharmacists provide expert counseling and medication therapy management to patients in thousands of communities, along with immunizations, disease management and monitoring, health screenings, a Prescription Savings Club and the kind of personal patient care that independent pharmacies typically excel in. And GNP's robust website reinforces that patient care message with an online wellness center packed with health tips, preventive care advice, and nutritional and disease information.

"We have community pharmacists who specialize in patient care, others in direct service to alternate care facilities, and others in compounding, to only name a few," said a representative for AmerisourceBergen.

Millions of patients have rewarded Good Neighbor pharmacists with their long-term loyalty. GNP consistently wins high marks for customer satisfaction in J.D. Power and Associates' annual rankings of U.S. pharmacies.

Iowa's Hartig Drug hones 'patient-centric care'

"Your home town pharmacy, here for life." That's how Dubuque, Iowa-based Hartig Drug caters to Midwestern consumers. This family-owned drug chain has been "providing personalized health consulting" for more than a century.

Among the services offered are a safe-disposal medicine program, immunization and drug compounding services, free deliv-



Hartig Drug prides itself on providing personalized service for patients.

ery, an automatic prescription maintenance program, a 99-cent discount program for many drugs and a drug packaging program to help patients comply with complex medication regimens.

Through its membership in RxAlly, a nationwide pharmacy alliance, Hartig offers SmartD Rx, a new Medicare Part D prescription drug plan. That partnership, said CEO Dick Hartig, "allows us to continue providing patient-centric care for the expanding senior ... population."

Besides 16 drug stores Hartig operates in Iowa, Illinois and Wisconsin, the company also owns Hartig Pharmacy Services, which provides pharmacy care to long-term care and assisted living centers; Finley-Hartig Homecare; and MedOne Healthcare Systems.

Hartig also has partnered with online health provider MeMD so customers can consult remotely with a physician via webcam or telephone. The service, which costs less than \$45, includes a live consultation with a doctor, a personalized treatment plan and, when needed, generation of an electronic prescription routed immediately to a pharmacy.

H-E-B expands health, nutritional resources

Nowhere is the frayed fabric of the nation's healthcare system more evident than in Texas, where rates of obesity and diabetes are at epidemic levels. H-E-B, the state's largest homegrown supermarket and pharmacy retailer, is working to repair that fabric by creating accessible and more cost-effective alternatives in community care and disease prevention. More than 230 of the chain's 340-plus stores in Texas and Mexico feature full-service pharmacies; in addition, the company operates 30 RediClinic in-store care centers inside H-E-B grocery stores in Houston, Austin and San Antonio.

Through its pharmacists, retail clinicians and in-store dietitians, the company is working to fill the gaps in Texas' healthcare safety net with a growing arsenal of wellness initiatives that go way beyond dispensing and basic counseling. "We're looking for anything we can do to expand our outreach into the community and supplement the primary healthcare providers," said Dennis Wiesner, senior director of privacy, pharmacy and government affairs.

Almost all its pharmacists are now certified to inoculate patients against influenza and other health threats like hepatitis, meningitis and shingles. The company's pharmacists also are a major source of medication therapy management in the state, particularly for seniors on Medicare's Part D prescription coverage program. "There are enough studies now that indicate the return on MTM is proven, especially when you see how it controls not only immediate costs but downstream healthcare costs," Wiesner noted.



H-E-B is working to create accessible and more cost-effective alternatives in community care and disease prevention for its Texas-based consumers.

The chain also has launched disease management and monitoring programs in diabetes and asthma, delivered by pharmacists who counsel patients on self-monitoring of their conditions and help them keep a record of glucose levels or other measurements. And early this year, the company also strengthened programs with an easy-to-understand nutritional labeling system for healthier foods and a weekly newsletter filled with tips, recipes and coupons.

H-E-B builds its efforts around a long-term initiative it calls "Healthy at H-E-B." That theme encompasses a range of initiatives, from immunizations and monthly "Second Saturday" screenings for blood pressure, diabetes and cholesterol, to supervised weight-management programs and the growing effort to educate Texans about the link between nutrition and health.

Using a 'HomeTown' approach to serve Mich. patients

HomeTown Pharmacy operates 28 pharmacies around the state of Michigan, which include retail pharmacy, long-term care pharmacy, compounding pharmacy and durable medical equipment. Its clinical-service model is broad-based and includes consulting services by pharmacists and nurses, emergency medication delivery, home infusion therapy for patients with serious conditions and those recently discharged from hospitals, and prescription and medical record services for institutions like nursing homes.

Now in its 18th year, HomeTown Pharmacy was founded by second-generation pharmacists Tim and Fred Grice. The premise: To build "a trusted community wellness provider that supplies customers and patients with everything from prescriptions and vaccinations to specialty pharmaceuticals and wellness services," according to the company.

Hometown Pharmacy's managers refer to their operations as "patient-driven," and the clinical, disease management and prescription therapy services offered to Michigan patients are built around that concept. All HomeTown stores complement their prescription services with medication therapy management and wellness/preventive services; immunizations for shingles, flu and pneumonia; and a selection of aids to independent living, like canes, crutches and incontinence items.



HomeTown Pharmacy operates 28 pharmacies around Michigan.

Some locations also offer bath safety products, lift chairs, walkers, wheelchairs and other durable medical and mobility equipment for homebound patients.

In addition, HomeTown pharmacists are skilled in what the company calls "the ageless art and science of preparing customized medications to fit individual patient needs." Pharmacists prepare compounded drugs for a variety of patients with special needs, like those in need of hormone replacement therapy or those with allergies or difficulties swallowing or tolerating tablets or capsules. "Manufacturers cannot fully fill the needs of every patient," a HomeTown source noted. "This is where we come in, to once again individualize patient medication therapy."

Kerr stays true to advanced pharmacy-care mission

In North Carolina, pharmacy-centered community health care means Kerr Drug. The Raleigh, N.C.-based company connects patients — many of them with little or no insurance coverage and such chronic conditions as diabetes, high blood pressure and emphysema — with front-line health care through its 80 stores, instore clinical and wellness services, and a skilled team of clinically advanced pharmacists who bring cost-effective solutions beyond the stores and into the community and local employer worksites.

Over the past two decades, Kerr formed teams of clinically trained PharmDs to deliver a higher level of patient care and disease management in a variety of in-store, community



Kerr's pharmacists deliver a high level of patient care and disease management.

and employer-based settings. It also piloted a variety of retail health center concepts and in-store clinics with diagnostic and counseling rooms.

"Our main focus ... continues to be on pharmacy-based patient care services, and we have expanded the pharmacists' role and expertise for [medication therapy management] activity," said Kerr director of marketing Diane Eliezer. "We are focusing on MTM, immunizations, diabetes-related education and services, and adherence and compliance."

Kerr has participated in the groundbreaking Asheville Project, which has significantly cut health costs for Asheville, N.C., city workers and their families through pharmacist interventions and preventive-care programs by pharmacists, physicians and other providers via a web of community care.

Kerr pharmacists also have helped drive the striking success of ChecKmeds NC, a long-term initiative aimed at boosting medication adherence and patient outcomes for Medicare Part D beneficiaries in the state. The program, which involves interventions by pharmacists in patients' medication therapy, has returned average savings of \$13.55 in reduced hospitalizations and other acute-care costs for seniors for every dollar invested in the program, according to Mark Gregory, Kerr's VP pharmacy and government relations.

Regional player Kinney strives for exceptional service

Kinney Drugs is an employee-owned regional player that is committed to finding innovative ways to deliver exceptional service and patient care in the communities that it serves.

"We are very active politically, both at the state and federal level, so we can continue to support the profession. Obviously, we need to continue to evolve as a profession to meet the healthcare needs of our patients today and tomorrow," said Mike Duteau, VP pharmacy operations at Kinney Drugs, which operates 95 drug stores in central and northern New York and Vermont.

For example, all of the company's stores offer free prescrip-



Kinney has reduced the prescription burden in its stores, allowing pharmacists to have more time for patient interaction.

tion delivery and its prescription discount plan helps ensure that patients can afford the medications they need. The company also has instituted a central fill facility that has greatly reduced the prescription burden in its stores, allowing its pharmacists to have more time for patient interaction and to provide such key services as immunizations and improving patient health outcomes through medication therapy management and adherence initiatives.

Kinney Drugs is especially proud of its automated refill program called ReadyScripts. Once a patient opts in, the pharmacy team processes that patient's prescriptions automatically each month, and any insurance issues are resolved. Industry medication adherence statistics indicate that the average patient fills only 50% of available refills; however, Kinney Drugs has been able to substantiate that its patient population is closer to a 75% medication adherence rate thanks to such initiatives as ReadyScripts, Duteau said.

He also noted that the company currently is working on collaborative practice initiatives as well as health information exchange platforms, providing Kinney Drugs with better opportunities to partner with other healthcare providers as it strives to improve patient care outcomes.

Lovelace provides a broad platform of coordinated care

Lovelace Health System is one of New Mexico's largest and most innovative health networks, operating through multiple hospitals and 11 outpatient pharmacies in Albuquerque, Santa Fe and Rio Rancho, N.M. The company's clinically oriented pharmacists are among those who practice at the top of their profession, providing in-depth counseling and community education classes on proper medication use and safe prescription therapies for both patients and other health professionals within the Lovelace hospital system.

"Lovelace Pharmacy plays an integral role and Tammy Gayman in the overall coordinated health care being provided for our patients by Lovelace Health System," said Lovelace Pharmacy CEO Brad Trom. "Our ... pharmacies are providing [such] services as immunizations and patient consults, which complement our Lovelace Medical Group's efforts to ensure fluidity of care. In addition, we are working with the Lovelace Health Plan through medication therapy management to ensure better outcomes and reduce readmission rates for our patients."

Among other recent initiatives, Volkin said, is "an enhanced medication reconciliation program for the highest risk patients



Gibson, N.M., Lovelace pharmacy staff: Adam Ortiz, certified pharmacy technician; Naseer Hack, staff pharmacist; and certified pharmacy technicians Melody Glass and Tammy Gayman

being discharged from the hospital, including sending student pharmacists with nurses to the homes of medically high-risk patients."

"Lovelace Pharmacy also works in concert with the Lovelace Health Plan to personally contact ... plan members to assist them in compliance and adherence with their important maintenance medications," Volkin added. "In addition, we provided many flu shots to individuals, along with sending pharmacists to company locations for onsite flu immunizations. Our pharmacies provide shingles, hepatitis, tetanus and pneumonia vaccinations at our 11 locations."

Lovelace pharmacists also attend "Silver Sneakers" events for "Ask the Pharmacist" sessions for seniors, and this year will boost immunization outreach programs "to more private organizations around the Albuquerque and Santa Fe area," Volkin said. "In addition, we will be collaborating with physician groups in the Patient Centered Medical Home as part of a coordinated wellness team."

Along those lines, Lovelace now is piloting a pharmacistbased diabetes education program in Santa Fe, Volkin noted, "and [we are] looking to expand pharmacist duties in other areas, such as anticoagulation."

Navarro improving health of its core Hispanic shopper

Navarro Discount Pharmacy is a regional player that is known for its success in catering to the health-and-wellness needs of the Hispanic market in southern Florida. Aside from a mix of front-end merchandise that appeals to its core shopper, the pharmacy retailer also is working to improve the health of its patients.

One recent example is the expansion of its adult vaccine offerings. Following new Florida regulations allowing certified pharmacists to administer a broader range of immunizations, Navarro announced in August that it has expanded vaccine availability at all of its 30-plus stores in southern Florida to include immunizations for both shingles and pneumonia, in addition to the flu vaccine.

Navarro also has installed in some pharmacy locations a pediatric prescription window to help expedite service for parents who are often pressed for time and would like to get the medications for their little ones as soon as possible.

Meanwhile, the retailer has expanded through its Navarro Health Services, its services in the specialty prescription arena. This fulfillment facility for prescription medications gives



Navarro has expanded its adult vaccine offering and has installed pediatric prescription windows at some locations to expedite service for parents.

Navarro's in-store pharmacies the opportunity to improve patient care and maximize efficiencies, thereby providing its pharmacists with more quality time to spend with patients, stated Cristy Leon-Rivero, VP marketing for Navarro Discount Pharmacy. Located at Navarro's corporate headquarters in Medley, Fla., the facility includes a call center for incoming and outbound pharmacy inquiries.

PSP serves western Pa.'s health, pharmacy needs

Based northeast of Pittsburgh in Kittanning, Pa., Professional Specialized Pharmacies dispenses roughly 50,000 prescriptions each month through its seven Hometown and Mission pharmacies in western Pennsylvania, according to company CEO Peter Hess. "We have four apothecary-style pharmacies located within grocery stores, two stand-alone full-service stores [in] Punxsutawney and Plum Boro, and a long-term care/closed-door pharmacy serving ... skilled, assisted-living and [mental health] facilities," he explained.

PSP's guiding operating maxim is "What a Pharmacy Should Be." Its pharmacies blend small-town service and personalized patient care with 21st century technology, including automated



PSP offers RxMap, a pre-packaged, blister-pack-style medication dispensing system to assure patients take the right dosage at the right time of day.

dispensing, electronic health records and the ability to track each prescription across multiple channels. PSP also hosts a robust website with an extensive library of health-and-wellness information, including interactive online tools to help patients assess things like body fat and daily nutritional requirements, as well as RxMap, a pre-packaged, blister-pack-style medication dispensing system to assure patients the right dosage at the right time of day.

RxMap, Hess said, "is designed for medication compliance and adherence," and "is particularly useful in an independent living environment where medications are self-administered but a caregiver wants to ensure that the medications are taken as prescribed. Picture this being your mother or father still wanting to live in their own home, but you wanting to make sure they are taking their medications. This is where we, as a community pharmacy, can directly impact better medication adherence." And that, Hess added, "means reduced hospital and/or nursing home readmissions."

At the company's long-term care division, Mission Pharmacy Services, clinical experts and pharmacists supplement the care provided by those facilities, providing a range of such pharmacy services as drug regimen review, assessment of the medication needs of patients and training of nursing home staff. Mission's pharmacists also host on-site classes for LTC staff members to broaden their understanding on a wide range of health topics, such as diabetes, heart disease, sleep disorders, pain management and medication side effects.

All-around Wellness services are the goal for Rite Aid

Since September 2011, Rite Aid, the nation's third-largest pharmacy chain with more than 4,600 stores, has had a partnership with OptumHealth to provide NowClinic, which allows customers at its stores to consult live with doctors and nurses via an Internet connection. Currently, these "virtual clinics" are offered at nine stores in Michigan and five in Pennsylvania.

NowClinic doctors are able to diagnose and prescribe for a limited range of services. Nurses also can provide basic healthcare education, information about common medical problems and identification of appropriate provider options for care. Re-



Rite Aid's specially trained Wellness Ambassadors provide customers with information about OTC medications and supplements.

cords may be shared with a primary care provider.

Rite Aid EVP pharmacy Robert Thompson called these types of telemedicine services the way of the future. "In a consumerdriven healthcare environment, people are going to need more choices, so figuring out a way to use technology to enhance the delivery of your services makes sense because it provides convenient and efficient access at a lower cost," Thompson said.

Immunizations are another area in which Rite Aid shows its leadership. In September 2012, the chain administered more than 1.5 million immunizations and was on track to administer 2 million throughout the 2012-2013 flu season. Rite Aid's pharmacists also position themselves as physician extenders, providing medication therapy management and other services designed to ensure that patients remain adherent to their prescribed drug regimens.

In March 2012, the chain launched Rite Care Prescription Advisor, which maps out what a patient's prescription-drug adherence looks like. Each report includes a compliance score for each medication and pharmacists can use them to guide face-to-face consultations with patients. So far, Rite Aid has performed more than 1 million interventions through the program. Rite Aid also introduced in late 2011 Wellness+ for Diabetes, which offers patients with diabetes and their caregivers access to a special section of the website WebMD, telephone consultations with diabetes specialists and special offers for diabetes-related products.

Ritzman boosts patient health with superior service

For a hometown pharmacy that's been serving the northeast Ohio area for more than 60 years, success all comes down to one common denominator — superior patient service. For the 20 pharmacies flying under the Ritzman banner, that commitment to superior patient service is a precursor to delivering greater healthcare value. It's not only knowing the patient on a first-name basis, it's also ensuring that patient is adhering to his or her medical regimen.

"We're aggressively pursuing [medication therapy management]," noted Jon Fiume, Ritzman VP retail operations. Ritzman has partnered with Mirixa, a provider of MTM founded by the National Community Pharmacists Association. Ritzman also has signed with RxAlly, an alliance of more than 22,000 pharmacies nationwide that accept the new federally qualified Medicare Prescription Drug Plan SmartD Rx.

In addition to MTM, Ritzman provides the option of compliance blister packaging to its individual patients. Long used as a tool to help institutions manage medicine regimens for the patients under their care, more seniors are taking advantage of that service. "Most of our patients [who utilize this service] have 10 to 13 medications," said Robin Barnby, Ritzman VP marketing medical services. "If you're able to help manage that, it helps



Ritzman is working to be the go-to source for supplement and nutrition information.

them to stay in their homes and independent a little bit longer."

Ritzman also is exploring the use of technology to enhance its healthcare value proposition. Soon, Ritzman will begin texting refill reminders in an effort to better communicate to what is fast becoming a smartphone society. And the Ohio-based chain is seeking to enhance its position as the go-to source for supplement and nutrition information by arming its pharmacists with iPads.

ShopRite uses dietitians to shine spotlight on nutrition

With a clear spotlight on nutrition, ShopRite, which is part of Wakefern Food, is continuing on its path of helping patients live happier and healthier lives through various initiatives, including its long-standing retail dietitian program.

Wakefern implemented in 2006 its retail dietitian program, which offers shoppers the opportunity to discuss their health and dietary needs with a nutrition professional. Retail dietitians cover a number of issues with shoppers, including learning how to shop for healthy meals and proper nutrition for specific medical conditions. Retail dietitians also can work with customers to schedule monthly screenings for specific health issues, such as diabetes and high cholesterol. There currently are more than 50 in-store registered dietitians servicing ShopRite stores. According to the company, it continues to add to the program, looking at new ways to better serve customers and to help them live healthier lives.

This effort also is evident on the website, where customers will find a health-and-wellness section that includes a list of upcoming health events. For example, on Jan. 8, a registered dietitian partnered with the pharmacy department to offer shoppers of the Albany, N.Y., store free mini health assessments. The health-and-wellness section also has an "Ask the Dietitian" feature where shoppers can send questions to the company's corporate dietitian.

Looking to 2013, the "LiveRight with ShopRite" health-and-



ShopRite continues to add to its long-standing dietitian program.

wellness initiative will expand beyond ShopRite's dietitian and pharmacy services to include all departments in the store, helping customers to read labels and choose the healthiest options for their families, the company stated. These will be communicated via shelf tags, education materials and in-store seminars, as well as the weekly circular.

Meanwhile, in the pharmacy, the grocer announced in mid-2012 the offering of free prenatal vitamins. ShopRite customers can receive a free 30-day supply of Prenatal Plus or Prenatal Plus FE vitamins with a valid prescription. In addition to speaking with a pharmacist, expecting mothers also can speak with an in-store dietitian to help plan a healthy diet when eating for two.

Supervalu retains clinical pharmacy focus

Even after its agreement to sell 877 stores under five banners to an investment group led by Cerberus Capital Management, Supervalu will remain a formidable pharmacy presence in much of the United States.

Among its assets going forward will be well-known regional chains, including Cub Foods, operating 46 stores with pharmacies in Minnesota, Illinois and Ohio; Shoppers Food & Pharmacy, with 56 food/drug combination stores serving Baltimore, northern Virginia and Washington, D.C.; Farm



Supervalu pharmacies offer a variety of in-store health programs.

Fresh, serving Virginia and North Carolina with 43 food/ pharmacy combo stores; and Hornbacher's, operating three units with pharmacies in the upper Midwest.

All Supervalu pharmacies will continue to offer a variety of in-store health programs, including health screenings and consultations for A1C, cholesterol and diabetes by appointment with pharmacists dubbed "clinical specialists." Pharmacists across all divisions also will continue to provide an award-winning, broad-based adult immunization program and diabetes care offered by specially trained pharmacists.

"Our pharmacists practice innovative and world-class patient care," the company asserted. "The success of Supervalu pharmacies is the result of meaningful patient relationships, exceptional pharmacy teams and cutting-edge technology."

Anthony Provenzano, director of clinical programs, called Supervalu "a leader in the implementation of pharmacist-delivered services ... as a member of the healthcare team." What's more, he added, "We ... are leading the way to provide an environment that allows pharmacists to effectively use their clinical skills."

Accessible and affordable health services hit the 'Target'

Target, the coast-to-coast powerhouse of high-end mass merchandising, has set its sights on becoming a one-stop destination not only for a vast array of fashion, beauty, personal care and home items, but also for health products and services.

The chain operates 1,778 discount stores, 1,647 of which include full-service pharmacies. That makes Target one of the nation's premier outlets for prescription medicines and an expanding menu of convenient health-and-wellness services.

The goal is to provide for "all your health essentials in one place," according to a company representative. Among Target's pharmacy-centered services: smoking-cessation programs, online



Local Target pharmacists help address consumers' health-and-wellness needs.

and mobile health apps, free medicine flavorings, health screenings and immunizations, a generic drug discount program, and membership in a free Pharmacy Rewards program that offers discounts throughout the store for prescription customers.

In addition, patients now can order their prescription refills online or opt into an auto-refill program whereby Target pharmacists refill a script for chronic conditions and alert the patient when it's ready. It's all part of what Jose Barra, SVP health and beauty, calls a "unique shopping experience," with an army of pharmacists who "serve as knowledgeable and trusted resources for our guests."

"Target believes that healthy lifestyle choices should be accessible and affordable" Barra said. "Guests can talk to a pharmacist about their healthcare needs or get a flu shot, shop for workout apparel and stock-up on vitamins and fresh food — all in one store." Barra added, "our local Target pharmacists not only fill prescriptions and administer vaccines, but act as a partner in addressing [consumers'] overall health-and-wellness needs."

Target also operates 54 in-store fully accredited Target Clinics in six states: Minnesota, Maryland, Illinois, Florida, Virginia and North Carolina. For a \$75 base fee, patients can walk into any of those clinics, without an appointment, and receive frontline treatment for a wide range of ailments. Target's healthcare team calls those clinicians "integral to the service regimens of hospitals and doctors.

Leveraging tech helps Thrifty White improve, expand care

When it comes to improving and expanding access to patient care, Midwest pharmacy chain Thrifty White is taking an innovative approach and leveraging technology through its network of 90 stores to further position itself along the front lines of health care.

One of the more significant initiatives under way is the company's Medication Synchronization Program, which currently has about 22,000 patients enrolled in the program. Under the program, the pharmacy team works with the patient to synchronize all of his or her maintenance medications so that all of the patient's prescriptions can be picked up at the pharmacy one time a month versus multiple trips to the pharmacy. On the prescription pickup day, the pharmacist will review the prescription regimen, monitor changes from any doctor or hospital visits, and check for any possible drug interactions.

"We are able to sit down with that patient and go through the entire profile of medications with [him or her]. So it makes it much easier to pick up if there's dosing concerns or interactions, or if the patient has any concerns about [his or her] medication regimen," said Dave Rueter, EVP personnel at Thrifty White.

According to a study recently conducted by Virginia Commonwealth University, depending on the drug class, patients enrolled in the program had 3.4 to 6.1 times greater odds of adherence ver-



Thrifty White is working to drastically impact and improve medication adherence.

sus a control group during the evaluation period.

Thrifty White also has a packaging program in place where the medications are blister-packaged in a strip pack, similar to what a patient may receive when living in an assisted living facility.

To further reach the pharmacy patient, Thrifty White recently made available in the pharmacy area a tablet computer that patients can use to access healthcare information and even consult with a pharmacist at the central pharmacy over an audio-video link if the local pharmacist is busy helping other patients. The pharmacy retailer is well experienced in the technology as it currently has eight telepharmacy sites.

Walgreens transforming pharmacy's role in health

Walgreens operates more pharmacies than any other U.S. health provider, with some 8,530 locations in all 50 states. That total includes more than 8,060 drug stores, along with infusion and respiratory services centers, specialty pharmacies and mail-service facilities. In addition, Walgreens extends its reach through more than 700 in-store convenient care clinics and worksite health-and-wellness centers.

But it's not all about size. Walgreens also is on a transformative mission: To fundamentally broaden the scope of pharmacy services and expand the role that community pharmacists and pharmacy-based clinicians play in health care.

To that end, "Walgreens is expanding services available at its pharmacies and Take Care Clinics to include additional im-



Walgreens has moved its pharmacists out from behind the counter in many stores so they are better able to talk with patients.

munizations, chronic care management, primary care, Medicare wellness visits and member assessments, and health testing," said Greg Wasson, Walgreens president and CEO.

Walgreens already is the nation's top provider of flu vaccinations after the U.S. government. "Walgreens pharmacists have administered more than 5 million flu shots in each of the past four years," Wasson said. Walgreens also has converted hundreds of its pharmacies to "Centers of Excellence" for a particular disease state. The centers are a resource for patients with serious conditions like HIV.

In addition, Walgreens has become the nation's thirdlargest provider of specialty medications and the largest non-PBM-owned specialty pharmacy. The company also is the nation's largest provider of home infusion services.

In line with health reform, Walgreens also is partnering with hospitals and physician practices on a growing number of accountable care organizations across the country to lower health costs and improve patient outcomes via new integrated models of care.

Walgreens now operates a pharmacy, wellness center or retail clinic within 5 miles of 63% of the U.S. population. What's more, "about 40% of our stores are located in medically underserved areas ... and 50% of the people who visit our clinics don't have a primary care physician," noted Walgreens president of pharmacy, health-and-wellness services and solutions Kermit Crawford.

Walmart's goal: To be Americans' health destination

For a company measured by superlatives, add this to its list of ambitions: top health-and-wellness destination. Walmart, the nation's largest retailer, is working to become Americans' top source for front-line health services.

The retailer already is the third-largest pharmacy operator in the United States, with more than 3,800 pharmacies and 150 in-store walk-in clinics. But its goal, gleaned from leaked communications with health providers in 2011, is to become "the largest provider of primary healthcare services in the nation," according to *The Wall Street Journal*. The retailer later said the statement was overwritten and incorrect.

"We want to be our customers' wellness destination — the retailer that provides them with affordable ways to fight for their health," asserted John Agwunobi, president of health and wellness for Walmart U.S. That means shopping the stores "not just for nutrition but for preventive health care," he added.

To that end, the company launched "a major commitment to make food healthier, and [make] healthier food more affordable" in 2011. And last year, Walmart significantly expanded



Walmart works to provide its customers with affordable health and wellness options.

immunizations, with nurses from Mollen Immunization Clinics vaccinating for 10 diseases at 2,700 U.S. stores.

The company said its \$4 generic prescription discount program has saved Americans more than \$4 billion. What's more, members of the Humana Walmart-Preferred Rx Plan now can fill prescriptions for any of 10 hypertension drugs for a penny at any of 4,400 Walmart or Sam's Club pharmacy locations.



Atorvastatin from your cardiologist? Fexofenadine from your allergist? Lansoprazole from your internist?

Peace of mind from your pharmacist.

Prescription medicines can confuse the best of us. Fortunately, our more than 140,000 pharmacists are always there, putting their expertise and the latest technology to work for patients. Chain pharmacies help Americans use medicines safely and stay healthy. They're America's most convenient healthcare resource.





Pharmacies. The face of neighborhood healthcare.

UPSHER-SMITH

Pharmaceuticals Since 1919

