



Catalyst
HEALTH NETWORK

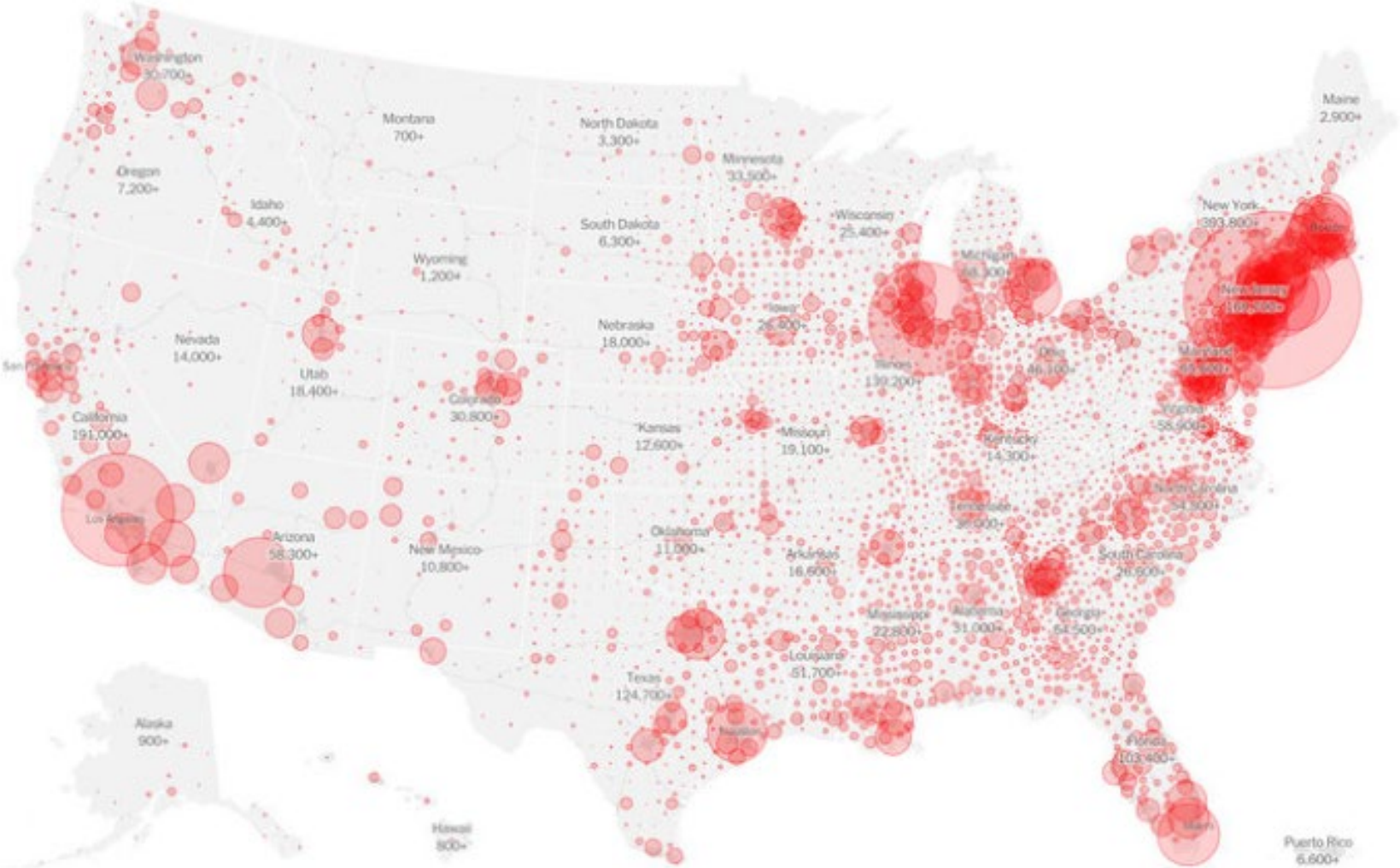
Your Care Team During COVID-19

June 25th, 2020



Present State

COVID-19



Source: [The New York Times](#)



For questions about Care Team support, contact your **Performance Advocate** or info@catalysthealthnetwork.com



Case Studies

Case Study

Referral Reason: Diabetes, hypertension, hyperlipidemia, alcohol abuse, anxiety

- Comprehensive Care Support Pharmacy Support Care Manager Support

Challenges:

- Diabetic education and management
- Affordability of prescription therapy needed
- Concerns of ulcers on feet, causing inability to work
- Pharmacist uncovered worsening depression and need for Social Worker's support
- Patient experiencing financial difficulties, limited access to food, and fears of homelessness
- Need for follow up with Podiatrist and clearance to return to work

Patient Outcome:

- Connected patient to local food pantries to reduce access to food barrier
- Cost savings with pharmacy
- Physician & Care Team collaboration to enhance patient outcomes with medication adjustments

Case Study

Referral Reason: Autism

Comprehensive Care Support

Pharmacy Support

Care Manager Support

Challenges:

- High functioning autistic teenager with burden of taking multiple daily medications
- Parents juggling multiple bottles of prescriptions while transitioning care between split households
- Patient is very texture specific and parents needed support finding multivitamin that meets these needs
- Both patient and sibling needed prescriptions quickly

Patient Outcome:

- Simplify prescription packaging
- All medications packaged and delivered same day to their home
- Such positive experience with packaging and quick turn around, parent enrolled both children
- Multivitamin to be packaged in prescription packaging

Case Study

Referral Reason: Diabetes, hypertension, H/O stroke, chronic lymphedema, chronic venous insufficiency, sleep apnea

- Comprehensive Care Support Pharmacy Support Care Manager Support

Challenges:

- Elevated glucose levels
- Limited supply of insulin while facing job and insurance loss due to COVID-19
- Care Team discovery of patient not taking insulin as prescribed
- Need for diabetic management support
- Need for follow up with Endocrinologist
- Limited access to and understanding of virtual visits and needed technology

Patient Outcome:

- Support to continue therapy through job instability
- Support to ensure patient use of insulin as prescribed
- Improved access to care through understanding of virtual capabilities with PCP and specialist

Case Study

Referral Reason: Engaged with Care Team since 2018

Comprehensive Care Support

Pharmacy Support

Care Manager Support

Challenges:

- Existing enrollment with pharmacy support
- During regular prescription refill outreach, Pharmacist learned of patient's job and insurance loss due to COVID-19
- With insurance coverage ending in May, patient was only able to fill prescriptions through end of June and insurance would allow no early fills
- Concern over inability to afford medication improving chronic conditions
- New medication prescribed after loss of insurance, which we were able to cut the cost down over \$40.

Patient Outcome:

- Eliminate cost burden by arranging payment plan
- Cost savings with pharmacy for all medications
- Support to continue therapy through job loss
- Improved clinical outcomes with current regimen



**Same & Next Day
Rx Delivery**

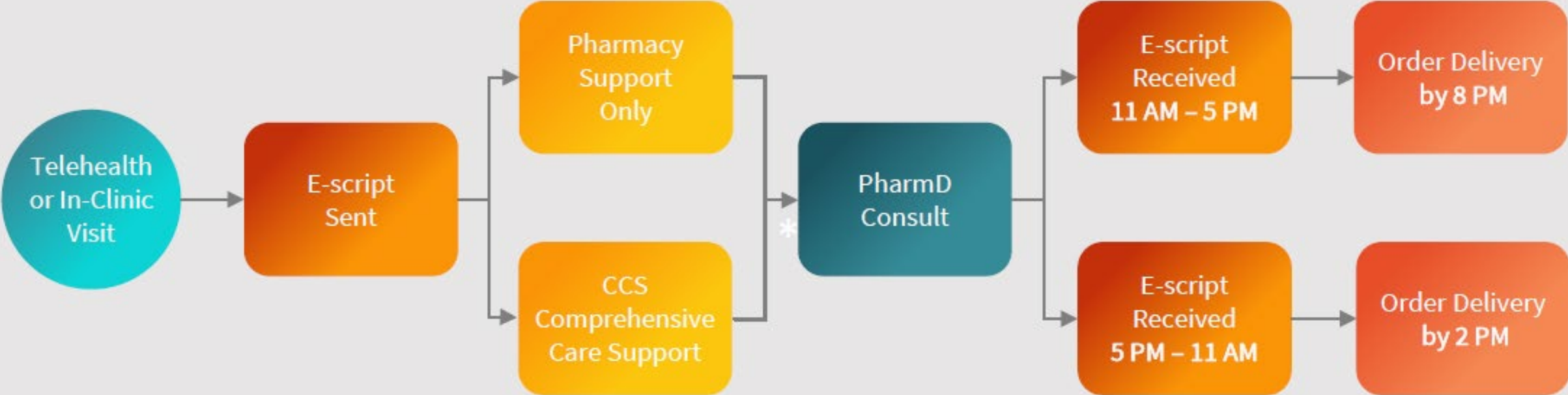
Network Impact



Catalyst Health Rx' pharmacy pilot program delivers acute and/or chronic medications same or next day after virtual visits with their PCP and **continues to show promising results**. It **plugs patients in to comprehensive care support** quickly and provides a **delivery service connected to you and your Care Team**.

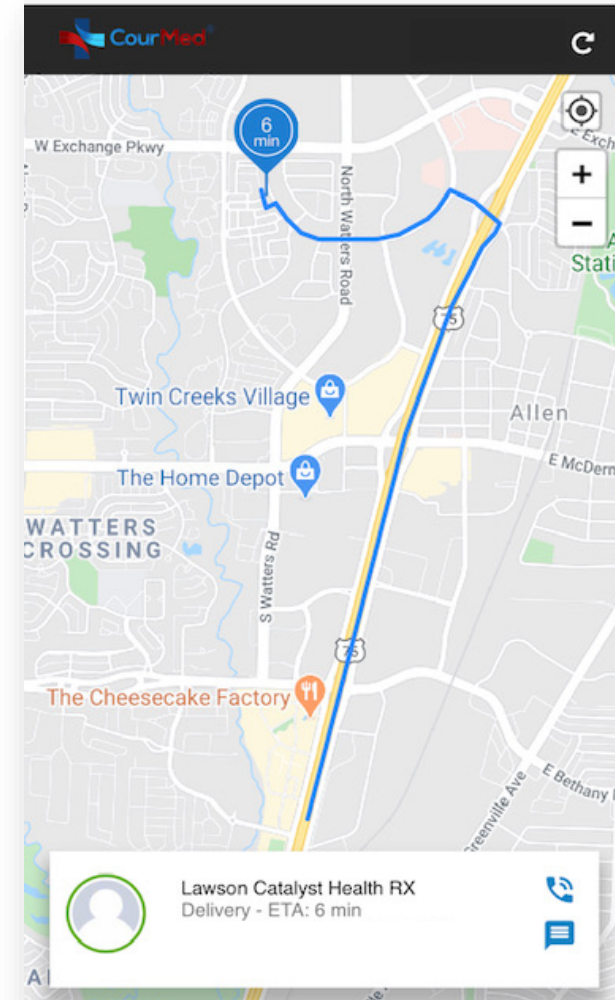
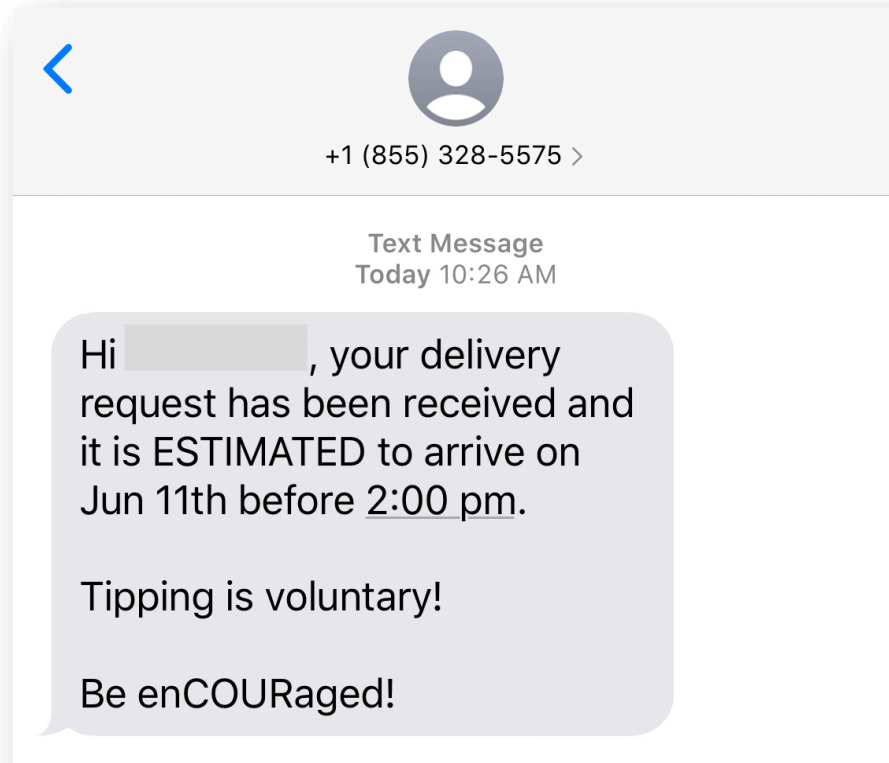
Pharmacy Delivery Pilot	
Patients Received	721
% Acute Only	45.7%
% Chronic	54.2%
Patient Engagement Rate	63.9%

Connecting to Your Care Team



Patient View

Text Message Updates & Virtual Delivery Tracking



Patient Experience



“Awesome service! Prescription was ordered by my doctor at 3:30 pm and delivered at 6:11 pm, less than 3 hours later. Quick service, great staff! Very happy with this service!”

“Always a pleasure interacting with this team. Very courteous at all times.”

“Great communication. Let me know the status before meds got here.”

“The driver was so polite. Your overall service is 5 star. I am glad my doctor recommended your services.”



Q & A

To learn more about participating in the pilot program or existing Care Team support, contact your **Performance Advocate** or **info@catalysthealthnetwork.com**



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