

Benzer Pharmacy Specialty Pharmacy Patient Management Program proactively works with patients in a number of chronic disease states to provide specialty pharmaceuticals and therapy management support services to obtain optimal therapeutic outcomes thus avoiding adverse drug events and unnecessary costs. Pharmacists' roles are shifting from dispensing medications to direct clinical practice and becoming valued providers of clinical pharmaceutical care and part of the healthcare team for the patients.

When a patient receives their medication, this does not guarantee improved health. A medication's success relies on the patient taking the medication according to the prescribed directions. Non-adherence is a multifaceted issue that is linked to both behavioral and system barriers and as a result, many patients do not take their medications as prescribed. It is the goal of Benzer Pharmacy's Patient Management Program to provide the appropriate education, support and communication to improve the patient's self-management/adherence of their medication regime. It is based on five (5) core elements:

- Medication therapy review
- Personal medication record
- Medication-related action plan
- Intervention and/or referral
- Documentation and follow-up

As a Specialty Pharmacy, Benzer Pharmacy offers consistent patient management, specialized clinical staff that provides patient support and focus on patient adherence to therapy. The program promotes enhanced patient understanding, increased adherence to medication regimens and prevention and detection of adverse drug events and patterns of over-use and under-use of prescription drugs. Benzer Pharmacy has developed a proactive refill management and medication adherence monitoring. Reminder calls and mailings are sent to patients prior to refill date. If inadequate adherence is identified, the pharmacist and/or support staff will contact the patient in a timely fashion.

Unfortunately, Benzer Pharmacy's Patient Management Program cannot take the medications for the patient, so that means the program is susceptible to limitations. It is possible that the patient's actions can adversely impact the potential benefits of the patient management program by not following directions properly or not being compliant to therapy.

This is an opt-in program.

Information Sheet

Benzer Pharmacy believes that treatment is enhanced when patients and caregivers can make informed decisions about their medication therapy. Benzer Pharmacy provides a Patient Management (PM) Program to those patients receiving specialty medications. The PM services provide help for consumers to understand, manage and comply with their drug treatment. In addition, the program provides assistance to those patients experiencing difficulty taking, obtaining or following their medication schedule. Benzer Pharmacy's patient management services include the following:

- **A health assessment of the patient**
- **Education and counseling with the Pharmacist, designed to enhance patient understanding and appropriate use of his/her medications**
- **Information and resources designed to enhance patient compliance with specialty drug administration.**
- **Coordination of healthcare services, with providers, and other healthcare professionals participating in the patient's care**
- **Care planning to ensure treatment goals meets the patient's needs and are shared among the patient's providers**

Why Use Patient Management Services?

Benzer Pharmacy believes that patients may gain the following potential health benefits by participating in the Patient Management Program:

- **Improved knowledge of medication use and administration**
- **Improved medication compliance by creating an individualized plan for the patient to ensure medication doses aren't missed**
- **Improved ability to manage potential, difficult side effects**
- **Greater self-management of medications and medical condition**
- **Improved coordination of healthcare services through the collaboration of your pharmacist and doctor**
- **24/7 accessibility to a pharmacist or other clinical staff**

You will automatically receive these patient management services if you are taking a specialty medication for a chronic medical condition. However, you may request to not participate in the program at any time by calling your Benzer Pharmacy.

The Patient Management Program is offered **FREE** to our patients.