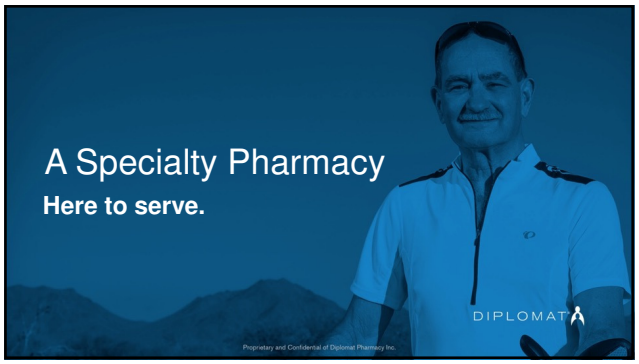

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POSITION

Diplomat is the nation's largest independent specialty pharmacy.

MISSION

At Diplomat, we blend clinical excellence with a personal touch—for happier lives and health that lasts.

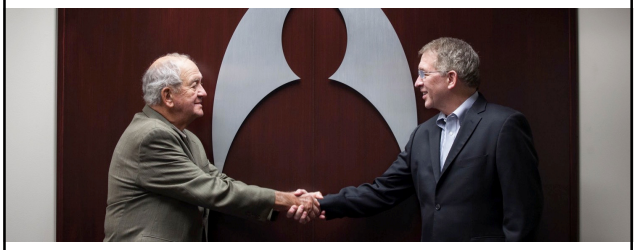
PHILOSOPHY

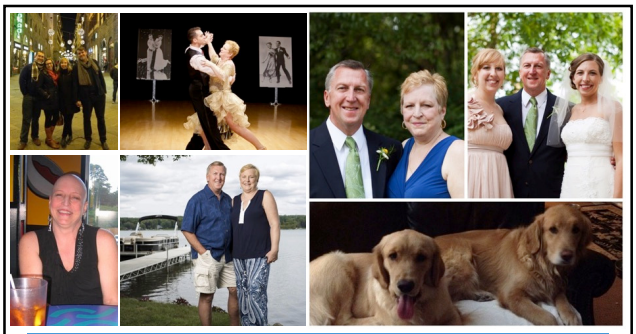
"Take good care of patients and the rest falls into place."

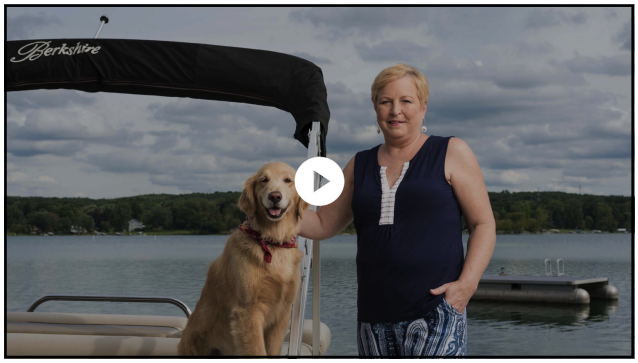
DALE HAGERMAN,
DIPLOMAT COFOUNDER

PARTNER IN CARE

ONE PATIENT AT A TIME







DEFINITION

SPECIALTY PHARMACY

Defined by the National Association of Chain Drug Stores (NACDS) as “the service created to manage the handling and service requirements of specialty pharmaceuticals, including dispensing, distribution, reimbursement, case management, and other services specific to patients with rare and/or chronic diseases.”

DISPENSING | DISTRIBUTION | REIMBURSEMENT | CASE MANAGEMENT

DISTRIBUTION CHANNELS

OPEN

Both specialty and retail pharmacies have access to a product.

LIMITED/RESTRICTED

Manufacturer chooses a small network of pharmacies to handle a product.

EXCLUSIVE

A single specialty pharmacy is selected to dispense and provide specific services for a product.

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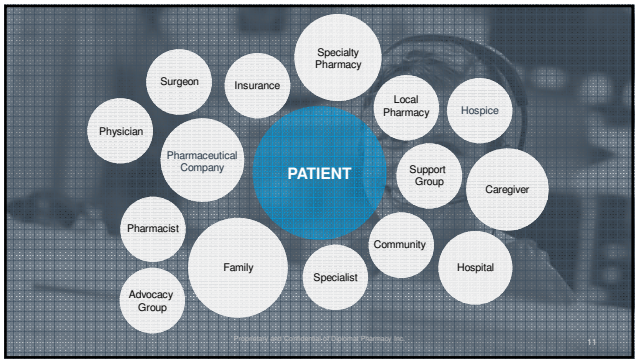

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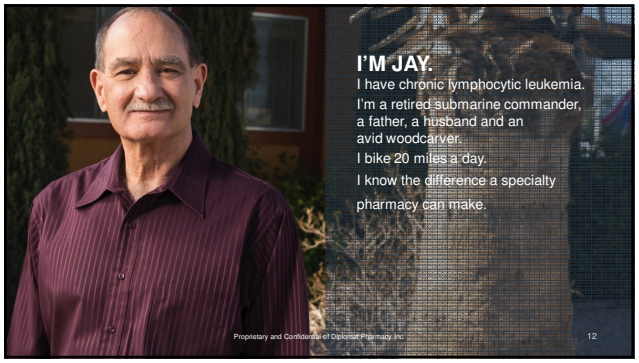

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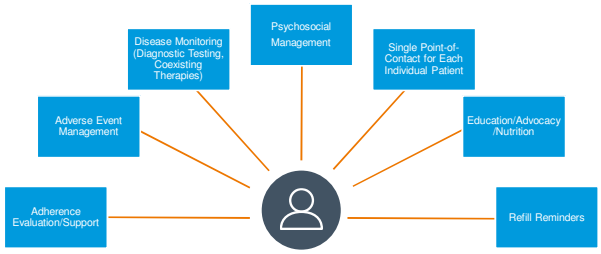
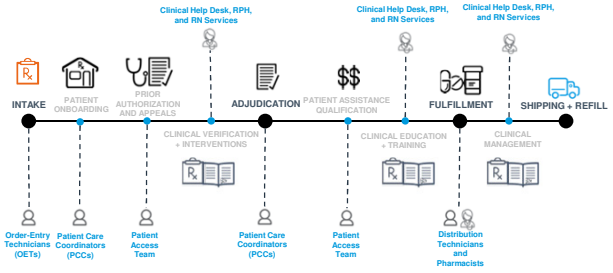
MULTI-FOCUS APPROACH TO PATIENT CARE



THE PATIENT JOURNEY



OVERCOMING ACCESS BARRIERS

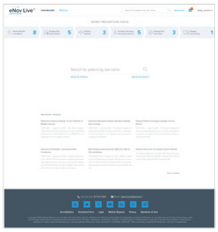
Four major processes dedicated to assisting patients and prescribers in gaining access to needed therapies.

PROVIDER PORTAL EXPERIENCE

Scope of Services

- Gives providers the ability to monitor patient Rx status
- Ensures confidentiality of protected health information

DIPLOMAT
eNav Live®
FOR PROVIDERS



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FACTORS AFFECTING ADHERENCE

INTERACTION WITH HEALTH CARE SYSTEM	▪ Poor communication ▪ Lack of patient counseling ▪ Dissatisfaction with care
PERSONAL FACTORS	▪ Emotional state ▪ Perception of risk vs. benefits ▪ Inadequate social support
TREATMENT FACTORS	▪ Regimen complexity ▪ Requirement for an alteration in behavior ▪ Cost ▪ Adverse events

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THIRD-PARTY FUNDING ASSISTANCE

$48 MILLION
IN FOUNDATION ASSISTANCE SECURED IN 2015

$23 MILLION
IN COMMERCIAL COPAY ASSISTANCE SECURED IN 2015

$71 million in assistance secured in 2015 from third-party organizations through Diplomat's funding department, Yearly Funding Data, 2015.

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ONE PATIENT AT A TIME
ONE DAY AT A TIME

"When my mom started taking multiple medications daily, the CarePak™ helped her take the right pills at the right time. It gave me peace of mind, knowing she was adhering to her treatment." –ROSEMARIE

ADHERENCE TOOLS—CARE KITS & TIP CARDS

CLINICAL HELP DESK (CHD)

- Department consisting of pharmacists, nurses, and pharmacy technicians.
- Performs the pharmacist verification-1 (PV1) check
- 24/7 availability is offered to:
  - Clients
  - Patients
  - Physicians
  - Technicians
- Performs both clinical and assessments and interventions

PATIENT ADHERENCE[1]

FACTORS RESULTING IN HIGH ADHERENCE

- CarePak™ packaging
- Care Kits for side-effect management
- Third-party funding support
- Proactive refill calls
- High-touch approach-building strong connections with patients
- 24/7 support from oncology COE

ONCOLOGY ADHERENCE

■ 93%

1. Diplomat Adherence Reporting, Q4 2015–Q3 2016. Approximate. Average capped MPR across oncolytic therapeutic categories.

PATIENT ADVOCACY

Clinical Trials	Disease-Specific Education	Financial Assistance	Peer-to-Peer Networking
Political and Policy	Psychosocial Support	Research	Support Groups

ADVOCACY PARTNERS

Connecting patients with support groups, resources, and information.

PATIENT EDUCATION, RESEARCH, AND SUPPORT

- International Myeloma Foundation
- Leukemia and Lymphoma Society
- MDS Foundation
- National Organization of Rare Disorders
- The Pink Fund
- Prostate Cancer Research Institute
- Dr. Susan Love Research Foundation

FINANCIAL AND/OR PSYCHOSOCIAL SUPPORT

- Cancer Support Community
- National Alliance of Caregivers
- National Coalition of Cancer Survivorship
- Patient Access Network Foundation
- Patient Advocate Foundation

SPECIALTY PHARMACY PROCESS*

* This diagram shows the process as an overly simplified linear process; however, steps may be happening concurrently.

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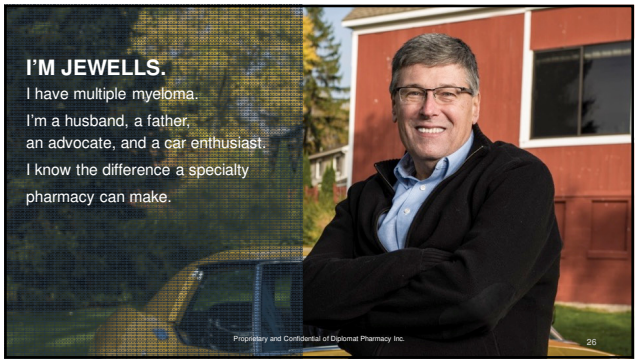

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QUESTIONS?

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DIPLOMAT

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