

# Specialty Care Services

## FAQs for Pharmacy Staff



Specialty Care Redefined

### **1) What are specialty pharmacies and how do they differ from retail pharmacies?**

Specialty pharmacies are pharmacies that focus on providing comprehensive care to patients with serious conditions such as Crohn's Disease, Ulcerative Colitis, Rheumatoid Arthritis, Psoriasis, Cancer, HIV, Multiple Sclerosis, and many others. Generally these are non-curable, life-long illnesses for which patients have to be treated. If not managed with drug therapy, these conditions can progressively get worse and can be fatal. They also have a tremendous amount of impact on the quality of patient's life.

### **2) What type of drug products are considered specialty and why?**

In general, the term "specialty" refers to a category of a drug or the condition being treated. They tend to be very costly medications. Most often these medications come in the form of injections although oral dosage forms are also a characteristic. Because some of the specialty meds are biotech proteins, they require special handling and refrigerated storage as well as temperature control throughout the dispensing process. All in all, specialty medications are HIGH COST, require HIGH TOUCH patient care, and are COMPLEX to manage and dispense! Because these products are very expensive, insurance companies may impose prior authorizations or approval before use. Because of the clinical complexity, specialty patients are at higher risk for side effects, non-compliance with prescribed regimen, or improper administration or use. Patients using specialty medications require ongoing education and monitoring from a trained pharmacist; and there is a constant communication and coordination of care between the pharmacy, physician office and the patient.

### **3) Why do we need to provide specialty care services?**

The field of pharmacy has changed significantly in the last 50 years. As more and more advanced medications are invented, patients need additional services and support from their pharmacists to properly use these complex specialty medications. Imagine the difficulties patients using specialty medications face when they receive an ice-cooler filled with injection medications via mail and no one to talk to face-to-face about how to use/inject them properly. Unfortunately, this is typically what happens as most of the specialty pharmacies operate by mail-order. We believe that we can help patients with serious conditions get better care from a pharmacist with whom they have a face to face relationship, rather than someone teaching them over the phone how to properly take/inject their specialty medications.

Beyond patient care, more and more specialty drugs are being introduced in the market place, so much so that in the next 2-3 years seven out of top ten drugs are going to be specialty. In order for our pharmacy to continue to grow and cater to the needs of patients, we must develop competencies to provide care to patients using specialty medications.

### **4) How is the specialty care program coordinated across all pharmacy locations?**

We will use a central operational model to manage specialty care services at one of our pharmacy locations. What this means is that a team of specially trained pharmacists and technicians (called patient care specialists) will oversee and manage the specialty care services for the company. This expert team will be your point of contact for questions, support, coordination of patient interactions and dispensing for specialty products. The local pharmacies will still dispense prescriptions, order product, and provide therapy and disease education to patients. However, all of the complex billing,

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financial support functions, and care coordination is handled by the patient care coordinator at the central office/pharmacy and KloudScript, Inc.

## **5) What will be my role in providing specialty care services?**

Providing specialty care requires comprehensive and enhanced patient monitoring compared to traditional retail business. Because of this, specialty care will require coordinated and shared activities between local pharmacies and the central team. Local pharmacists and technicians will be responsible for coordinating dispense and patient care activities with the central team. Receiving direction from the central team, ultimately the local pharmacy will be responsible for the dispensing of the drug ("pick, prepare, and check" activities) and a clinical patient consultation on proper use of the specialty drug.

## **6) Since Specialty Care is a new service provided by us, how will the patients, prescribers and others know about it? How will we start to get patients for specialty?**

In order to increase the awareness of specialty care services, we have hired an experienced sales professional that will start to detail doctors' offices in the area. The sales executive will be responsible for sales and marketing activities so that doctors will start to send specialty patients to our pharmacy.

## **7) Who is KloudScript and how are they involved?**

KloudScript is a specialty pharmacy services company that works with independent community pharmacies to enable them to dispense high cost, high-touch pharmaceutical products used to treat patients with serious conditions, like cancer or rheumatoid arthritis. KloudScript provides the necessary knowledge, support, training and tools that community pharmacies need to dispense specialty products and provide comprehensive patient care. KloudScript's goal is to redefine specialty pharmacy care.

KloudScript has partnered with us to establish the operations model, business processes, clinical protocols, facility planning and to provide ongoing support. KloudScript will provide the tools and collaterals necessary for us to be successful at providing specialty care services.

## **8) What kind of training will I receive and when?**

Training will be essential for all employees working with specialty patients. The training will consist of a combination of self-study and hands-on instruction. Prior to launch, self-study materials will be sent to you with instructions on completion and deadlines. Pharmacists will receive disease and drug education and all employees will be trained on the operational activities necessary for your position. We will be sending further communications and instructions regarding training in the near future.

**Direct all questions regarding the specialty care services program to the central team. You may also receive e-mail communication from members of the KloudScript team.**