



# Community Pharmacy Enhanced Services Network

*A Different Kind of Pharmacy for Patients Who Need a Higher Level of Care*

*CPESN<sup>SM</sup> pharmacies bring a new dimension to the delivery of healthcare. Community pharmacists have unrivalled access to the complex patients that are your biggest challenge.*

CPESN North Carolina pharmacists see their complex patients on average **35 times per year**. These same patients see their primary care physician only about **3.5 times per year**. Every one of these interactions is an opportunity to get more value from medications and alert physicians when new issues arise that could lead to readmission or a worsening of the patient's condition.

## What is “enhanced” about CPESN North Carolina pharmacies?



### Services

CPESN pharmacies provide specialized services key to managing complex patients, such as medication reconciliation, non-English-labeling, adherence coaching, daily dose multi-medication blister packaging, 24-hour emergency service, and home delivery/home visits.



### Relationship to the care team

Our pharmacists work hand-in-hand with primary care physicians, care managers, and behavioral health providers, sharing information, improving compliance, and contributing to a shared, patient-centered care plan.



### Relationship with the patient

Community pharmacists know their local complex patients well, and enjoy a high degree of patient trust. This can open doors to non-compliant patients who aren't doing well but are reluctant to accept additional help. CPESN pharmacies are focused on interventions that change patient behavior and lead to improved outcomes.

Accountability

Collaboration

Excellence

Innovation

# How can CPESN North Carolina pharmacies help you?



**Reduce readmissions** by identifying problems with complex patients in time to make changes in treatment or medications.



**Boost value** by removing barriers to better medication adherence, such as low health literacy or cognitive impairment.



**Improve patient satisfaction** – 98 percent of patients utilizing a CPESN pharmacy felt their care was coordinated among multiple providers.



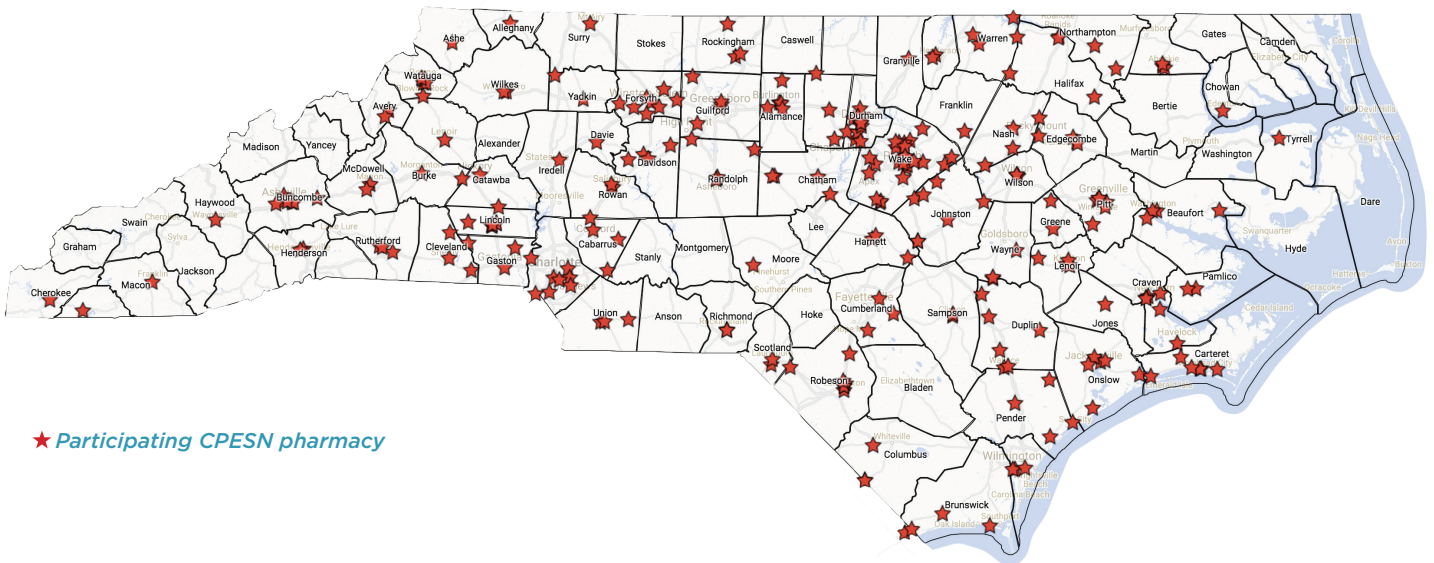
**Improve budget predictability** by working closely with complex patients to get more value from your pharmaceutical spend.

## Improve Care and Maximize Your Impact

CPESN delivers more attention, more care, and more resources to complex patients in a cost effective, sustainable way that improves outcomes and lowers costs.

**For more information about how you can bring the benefits of CPESN to your members, contact:**

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★ Participating CPESN pharmacy

Accountability      Collaboration      Excellence      Innovation

