



# Community Pharmacy Enhanced Services Network

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

*CPESN® 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 pharmacies 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

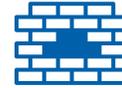
Excellence

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.



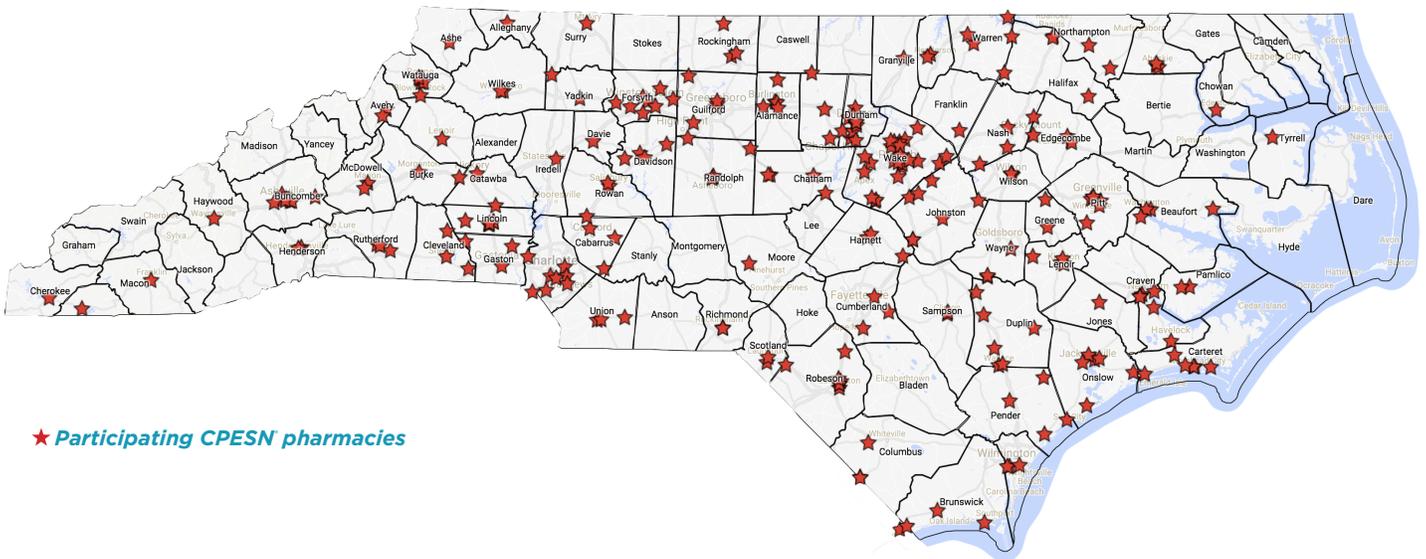
**Improve budget predictability** by working closely with complex patients to get more value from your pharmaceutical spend.

## Improve Care and Maximize Your Impact

CPESN® pharmacies deliver 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 CPESN® benefits to your members, contact:**

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★ *Participating CPESN pharmacies*

Accountability      Collaboration      Excellence      Innovation