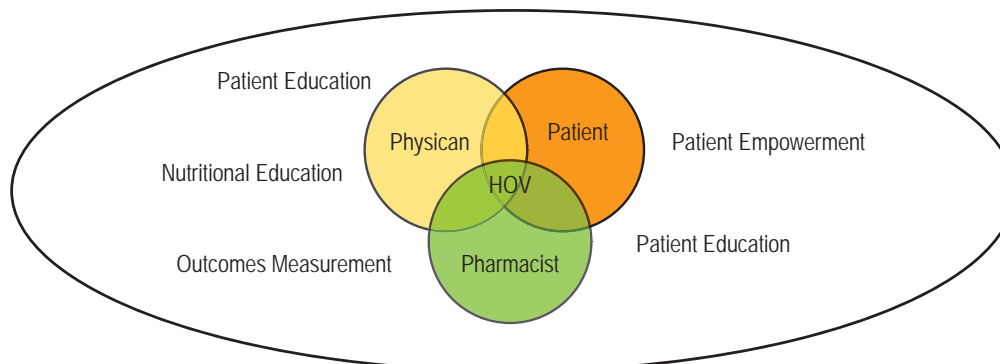


Wellness Connexions™ Medication Therapy Management

Wellness Connexions™ is Healing Our Village’s solution to improving patient outcomes for chronic disease states. With a focus on diabetes and heart disease the model is designed to empower patients to take control of their illnesses; especially patients that are economically challenged, ethnically diverse and medically underserved. Many socio-economic factors result in these patients “slipping through the cracks” of most disease state management programs. Outcomes tracking combined with improved clinical and educational contacts at the pharmaceutical level; and patient/ physician/insurer feedback “closes the gap” found in most disease state management models. Additionally, HOV helps physicians to document outcomes that will be required by CMS for Physician Quality Reporting. (PQRS measures).



The program starts with diabetes patients using our NEW G-Mate Voice meter. Most of these patients are at risk with multiple co-morbid diseases. Once identified the HOV Customer Service representative will contact the patient and schedule a Patient Navigator appointment. The Navigator meets with the patient at their home or at a community based location. An intake interview is conducted and the patient is trained on the G-Mate Voice Meter. If requested by the patient a Clinical Pharmacist appointment is scheduled at the intake interview. During the pharmacist telehealth the following activities are conducted; medication history of current medications, vitamin supplements, herbal therapies, drug allergies, drug interactions, and most importantly a focus on medication compliance issues. The Clinical Pharmacist contacts the PCP via an email consultation to alert the Physician of any health threatening situations, concerns and suggestions for modification in the drug therapy regimen. The goal of the consultation is to assist PCP in the attainment of PQRS quality measures and other metrics that are required. Subsequent clinical pharmacist encounters will be input into a database in order to track ongoing improvement and goal attainment. Patients are also encouraged to attend our monthly diabetes and nutrition support groups.

The Patient is updated regarding their clinical and behavioral goals via a Personalized Care Plan. This enables the Patient to understand the blood glucose values, hemoglobin A1C, Cholesterol values and blood pressure readings. They learn that they can have a positive impact on their own health and wellbeing. This Care Plan can serve as a tangible tool for improving the dialogue between patient and provider. Patients also have access to HOV's disease specific education videos to be viewed at the health center, PCP's office, or at home.

Wellness Connexions™ program is built on the premise that additional professional intervention and more exposure to patient education, at the pharmacist level will assist in moving clinical measures into preferred ranges, which ultimately leads to decreased health care costs. Other products and services available in the program include:

- “Live” diabetes and nutrition classes (small group or individual appointments) held within the PCP’s office, offering personalized nutrition education and meal planning
- Wellness on Demand™ Patient Video Education Programs via the internet or DVD