



Patient
Journey Series

Specialized care for a difficult diagnosis.

Whole-person support for Sarah
throughout her oncology journey.

Sarah's journey is inspired by real member stories.





Sarah

Patient:
38-year-old female

Diagnosis:
Breast cancer

Sarah is a 38-year-old woman who enjoys hiking and spending time with her husband and 5-year-old daughter.

Location:

Charlotte, North Carolina

Favorite hobbies

- Mountain biking
- Pickleball

Status: Married



♥ 1 child

Disclaimer: Sarah is a fictional character, inspired by real patient encounters. All clinical diagnoses are fictional.

Detection and diagnosis.

Sarah seeks answers for uncomfortable symptoms.



Walgreens has extensive access to oncology medications, including limited-distribution drugs.



Worrying symptoms

Sarah begins to experience pain and notices swelling in her breast. Then one day, she notices a lump.



Seeking care

Sarah schedules an appointment and meets with her primary care provider who recommends a mammogram and refers her to an oncologist.

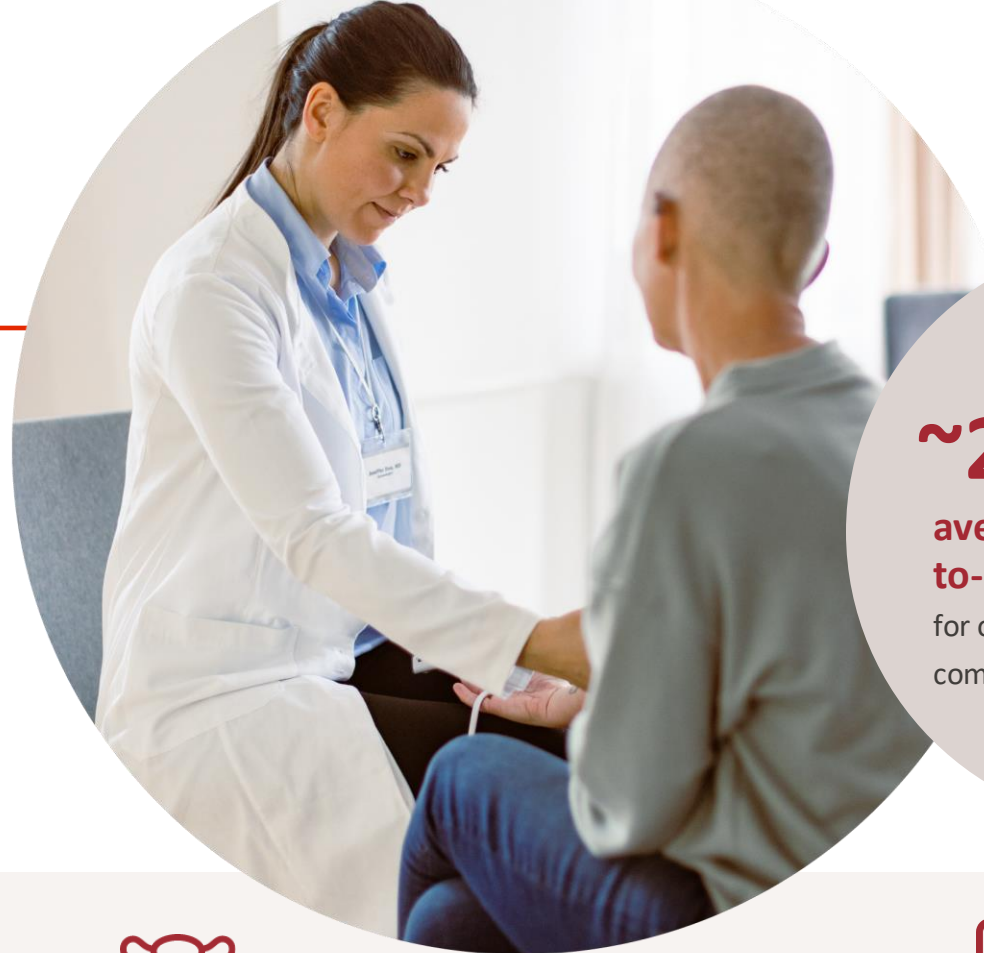


A difficult diagnosis

The oncologist performs imaging and a biopsy. Unfortunately, the tests come back positive for breast cancer.

Comprehensive care from day one.

Initial outreach and education from an oncology-trained pharmacy team.



~2 days
average time-
to- therapy

for oncology medications at community specialty sites.*

275+

Community-based specialty pharmacies, including 75+ oncology-specialized locations.



A specialized team

The oncologist discusses a treatment plan and refers Sarah to Walgreens specialty pharmacy's Specialty360 oncology team, who fills her oncology medication.



Fertility planning

The oncologist also refers Sarah to a reproductive endocrinologist for fertility preservation, who sends the fertility drug orders to the Walgreens Specialty360 fertility team for filling and personalized support.



Proactive engagement

A short time later, a Walgreens oncology-trained pharmacist reaches out to Sarah with info about her treatment, potential side effects, expectations, education, and resources.

Resources and financial assistance.

Connecting Sarah to community support beyond the pharmacy counter.

24/7

support from an oncology-trained pharmacy team

\$608M

financial assistance secured for eligible specialty patients.*



Connecting with the community

Her pharmacist shares information about Imerman Angels Mentor Angel program, where Sarah can develop a one-on-one relationship with someone uniquely familiar with her experience.



Financial help coordination

Sarah's pharmacy team explores financial assistance programs on her consent, finds that she is eligible for a program that reduces the cost of treatment significantly, and helps coordinate.



A quick start for treatment

Thanks to Walgreens access to specialty oncology drugs, Sarah begins treatment within 48 hours of receiving her prescription.

Support every step of the way.

Helping Sarah feel comfortable, inside and out.



95%
Patient adherence
to oncology medications.##



Keeping Sarah comfortable

Soon after beginning her treatment, Sarah begins to experience diarrhea. She reaches out to her Walgreens oncology-trained pharmacist for advice and assistance.



Maintaining adherence

Sarah's pharmacist suggest an OTC treatment based on her symptoms. Her diarrhea resolves quickly, and her oncologist is kept informed via Walgreens Connected Care® oncology program.



Feel More Like You®

Sarah consults with a trained Feel More Like You® beauty and wellness consultant at Walgreens about sun protection and receives skincare advice tailored to cancer patients.

Access to new treatment trials.

Keeping Sarah informed about cutting-edge treatment possibilities.

94-95%

Specialty patient satisfaction rate.**



Possible trial participant

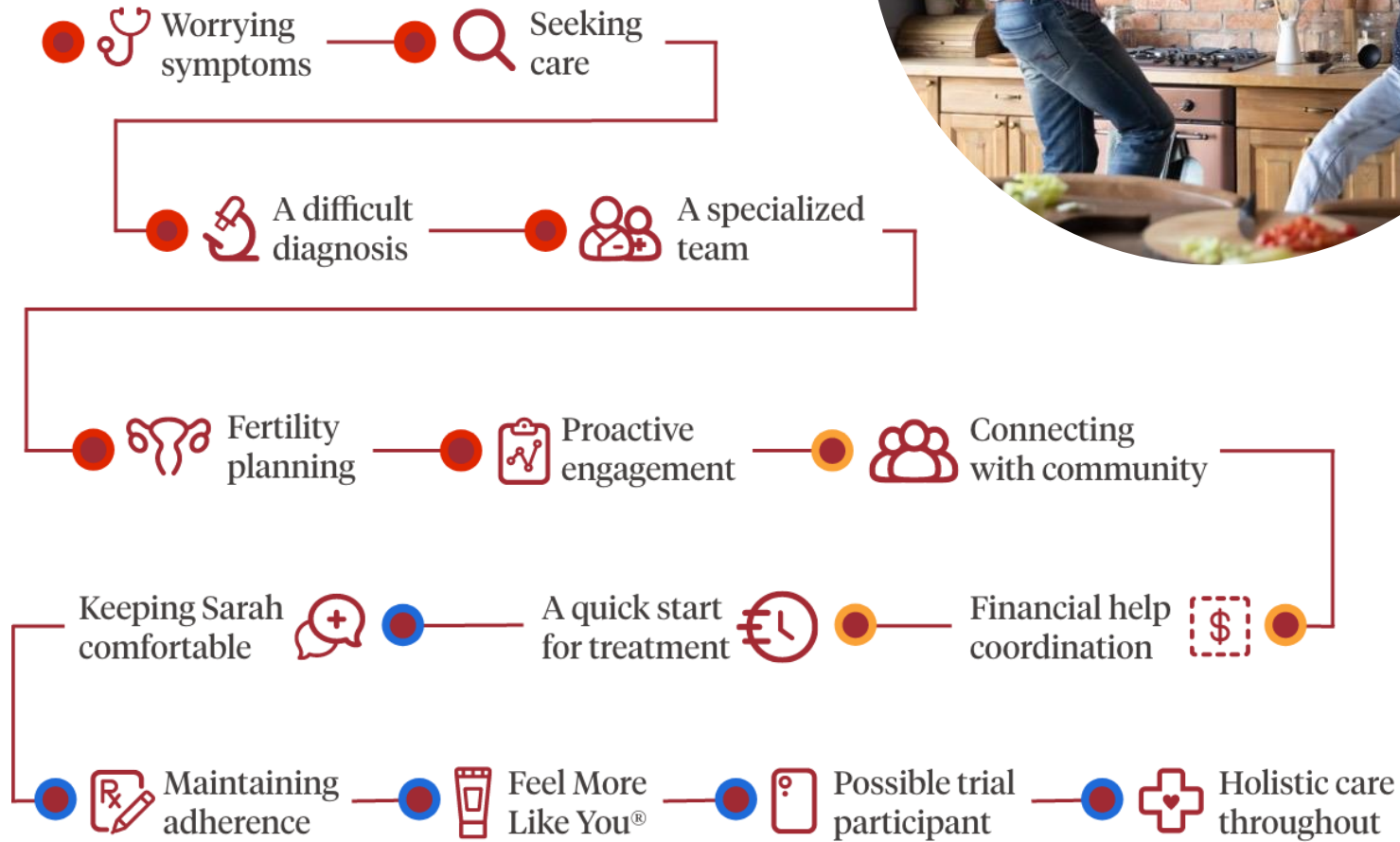
While undergoing treatment, Sarah is identified as a possible candidate for a clinical trial. She receives a text message from Walgreens to gauge her interest and fills out a pre-screen.



Holistic care throughout

Sarah receives 24/7 support from her oncology-trained pharmacy team, which keeps her oncologist informed on side effects and changes to her quality of life—reducing stress and making a difficult diagnosis more manageable.

Sarah's Journey



Summary

See how a rapid response and personalized care helped Sarah throughout her treatment journey.

- ✓ Therapy onboarding and stabilization
- ✓ Fertility preservation support
- ✓ Engagement to prevent therapy discontinuation
- ✓ Monitoring for “moments that matter”
- ✓ Therapy outcome enablement
- ✓ Feel More Like You® service
- ✓ Identification for clinical trials

Surrounding patients like Sarah with specialty care.

From local, therapy-specific pharmacy teams patients already know by name.

Access to

240+

limited distribution drugs.

Extensive network

of **275+**

community-based specialty pharmacies.



48-hour

fulfillment, on average, at our community-based specialty pharmacies.*

* Walgreens internal data.

Walgreens

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Walgreens specialty care is *well within reach.*

Let's talk about how Walgreens can help improve outcomes and adherence for your patients with convenience and compassion.

Contact us

To learn more, contact your Walgreens specialty representative



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Thank
you.



Walgreens