



*ALF communities
have unique needs.
Guardian provides
unique service.*

For ALF communities, resident and family satisfaction is critical to retention and reputation. However, just like no two communities are alike, no two residents have the same needs, creating unique challenges for community leadership and staff.

Guardian Pharmacy was founded to support these specialized needs. Our local pharmacy owners tailor programs to support each individual community and deliver **unmatched local response**, while taking advantage of Guardian Pharmacy's national team of experts for panoramic insight. **With no hub & spoke dispensing or billing, all pharmacy services are handled locally**, providing peace of mind for residents and staff with questions.

We find our approach is working. With a **preferred pharmacy adoption rate significantly higher than our competitors**, we eliminate many of the challenges created by working with multiple pharmacies in one community, as well as minimize billing complaints, reduce resident cost and help limit medication errors, all while saving staff time and leading to greater resident well-being and happiness.

Not all long-term care pharmacies specialize in ALF. Discover the Guardian Pharmacy difference.

COMPREHENSIVE BILLING SOLUTIONS CREATE PEACE OF MIND

Medication billing can be one of the most frustrating areas for residents and community staff. From **issues with pre-authorization and non-covered medications to the "donut hole" and 1-800 numbers**, residents experience challenges when trying to resolve problems with their bills. At Guardian Pharmacy, we maximize a resident's medication coverage and provide a streamlined billing and support system to minimize these frustrations. **Our local pharmacies and billing specialists:**

- Work with residents directly to answer questions and **resolve problems, reducing billing complaints**
- Get to know residents so when questions arise, they are **talking with someone familiar with their situation**, rather than contacting a large call center and speaking with a new person each time
- **Simplify medication Part D plan selection** by meeting with residents and their families annually to educate them about their various options and the coverage gap (also known as the "donut hole")
- **Monitor medication plans and notify residents** as they near the donut hole so there are **no surprises** when the bill arrives

- Proactively **identify non-covered medications** when prescribed and work with the doctor to determine a covered option in order to keep costs low
- Ensure that **insurance verifications and pre-authorization claims are finalized** before any bill is generated and call doctors directly for refill authorization

SUPERIOR CLINICAL SUPPORT REDUCES MEDICATION ERRORS

Many assisted living residents arrive at a community with a medication profile that includes prescriptions from multiple physicians. **To ensure medication management is efficient and to help staff reduce errors, our local pharmacies:**

- Provide a **drug regimen review** of incoming resident medications to minimize adverse reactions or polypharmacy issues
- **Recommend discontinued use** of certain medications that might be harmful to the resident's health
- Review resident's **medication profiles on an ongoing basis or upon any prescription change**
- Interface with and support multiple eMAR/EHR platforms providing real-time data to **ensure accuracy, expedite ordering and improve caregiver workflow**
- Conduct multiple audits – medication administration, med room, controlled substance and medication cart – to **increase efficiency and facilitate compliance**

EDUCATION ENHANCES CARE AND REDUCES STAFF TURNOVER

Well-educated caregivers make fewer mistakes, are more confident and provide an increased level of customer care which translates into reduced staff turnover. Guardian Pharmacy **offers onsite training sessions and continuing education courses** on topics such as Alzheimer's disease, diabetes, fall prevention, and more to further expertise and ensure that community staff can focus on exceptional customer care for residents.

PREFERRED PHARMACY TO REDUCE RISK AND SAVE

Communities are home to hundreds of residents and each may have their own pharmacy and doctors. Because residents are not required to use the same pharmacy due to the right of choice mandate, there is often no consistency in the packaging or dosing of medications. This makes med pass and med cart audits more time consuming and difficult, increasing the chance of errors.

Communities know partnering with a pharmacy that can **tailor programs to the unique needs of their residents and individual location** can help reduce errors and make a difference in staff turnover and resident happiness. **Through our Guardian Adoption program**, our local pharmacy helps community staff and residents understand the value of a preferred pharmacy by working with your team to:

- Offer **local residents on-site service visits**
- Host regular **Family Nights to educate** residents and their families
- **Develop marketing literature**, pharmacy opt-in letters, outside med policies and more to highlight benefits
- Co-develop educational programs so that staff understands the benefits

We also offer a **pharmacy tour for all community marketing directors** so they can better understand the process and value a preferred pharmacy offers.

At Guardian Pharmacy, we know our communities rely on us to help them improve the lives of their residents while increasing the efficiency of their staff. **Our goals are the same: to get the right medications at the right time to residents administered by a professional staff that has been properly trained.**

Serving long-term care pharmacy needs in 20 states

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