

Walgreens Collaboration

Q&As

1. Why is this partnership good for TriHealth?

TriHealth is committed to providing as many different access points into its system as possible to meet the needs of our patients and the community – because timely access is an important dimension of quality and safety — and central to our work of getting healthcare right.

The options now include:

- The largest network of employed Primary Care Physicians for long-term patient care and wellness management, now offering Saturday hours and e-visit access.
- TriHealth Priority Care locations that provide access to a physician and x-ray services 7 days per week.
- And now TriHealth Retail Clinics, staffed by TriHealth Nurse Practitioners, to offer access to resolve minor illnesses, aches and pains inside area Walgreens stores. TriHealth plans to operation 7 of these clinics, being transitioned from Walgreens.

2. Why did we choose Walgreens?

- Our negotiations with Walgreens have spanned more than two years, and we know they have embraced having experienced healthcare providers like TriHealth operate retail walk-in clinics in their stores. Our three Priority Cares (going to four with opening of Liberty Center shortly) have proven to be valuable extensions of our PCP offices (>60% of Priority Care Center patients have TH PCPs and over 85% of Priority Care visits occur during normal business hours). Now we will have 7 additional walk-in locations.
- Working with Walgreens, TriHealth obtains instant access to **7** geographically well-placed Walgreens' retail clinics with established patient populations.
- With TriHealth offering TriHealth services in the retail clinic space, our primary care leadership will maintain strong clinical oversight of both the care delivered at these centers as well as a variety of population health wellness services.
- Walgreens has digital tools, web- and app-based, that it is willing to allow TriHealth to leverage and co-brand.

3. Why is this partnership good for the community?

Combined with TriHealth's population health leadership, the partnership with Walgreens brings more "hardwiring" of medication compliance, which ultimately keeps patients out of hospitals and EDs. As previously stated, this collaboration expands access

throughout the community to TriHealth's exceptional quality and service, and our proven population health practices and approaches.

4. Why is this partnership good for TriHealth Primary Care Physicians?

- Increased access points to guide more patient healthcare management to TriHealth, which increases the opportunity for PCPs to expand their panels of patients.
- Creates more alternatives to our traditional primary care office setting for low acuity patients, thus freeing up appointment times for higher acuity visits that can often require more time due to complexity.
- Improved patient experience and care coordination – Epic will be used in the walk-in clinic setting, making care transition from walk-in clinic care seamless when necessary to the PCP in the office. Our Advance Practice Clinicians will receive medical oversight from TriHealth PCPs.
- Increased medication compliance with increased access to pharmacy locations, which helps PCPs better manage chronic conditions over time.
- Patients access these settings now – having the retail clinic option be a TriHealth option will only help with care continuity

5. Why is this partnership good for TriHealth Team Members?

- TriHealth's new health plan, Blue Connection, will be accepted at all TriHealth at Walgreens Clinics, increasing urgent care access points to team members across the region.
- This will continue to position TriHealth as the leader among regional health systems in consumer-facing access, which is critical in an environment in which consumers have choices and place high value on convenience and timeliness of care. TriHealth thriving into the future by attracting more patients is good for team members' professional development and future careers in the health system.
- This is a new clinical setting for TriHealth and thus increases the professional employment options for TriHealth Advance Practice Clinicians.

6. When will the TriHealth at Walgreens Clinics begin operation?

Walgreens will continue operating the existing clinic locations through the end of the year. After a brief dark period, the clinics will reopen in early Spring 2020 under the TriHealth name.

7. Where are the TriHealth at Walgreens clinics located?

- 719 Ohio Pike in Cincinnati
- 5403 N Bend Rd in Cincinnati
- 9775 Colerain Ave in Cincinnati

- 4090 E Galbraith Rd in Deer Park
- 10529 Loveland Madeira Rd in Loveland
- 4605 Montgomery Rd in Norwood
- 12110 Lebanon Rd in Sharonville