



Denver Health Saves Money & Increases Volume with ScriptDrop Prescription Delivery

ScriptDrop provides reliable and efficient same-day prescription delivery to Denver Health's vulnerable patient population at half the cost of local couriers.



Denver Health and Hospital Authority is a Federally Qualified Health Center and safety-net hospital system that serves approximately one third of Denver's population.

Denver Health provides care for people experiencing poverty, violence, addiction, homelessness, and other vulnerable situations.

ScriptDrop is a healthcare technology company offering medication access opportunities to pharmacies, health systems, and telehealth companies across the United States. By providing a robust and user-friendly platform, multiple service levels, and first-class customer service, ScriptDrop makes it easy for pharmacies to connect with patients.

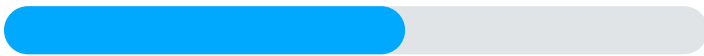
Patients under 200% of Federal Poverty Guideline



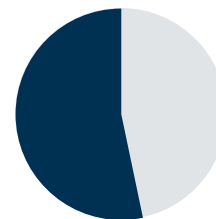
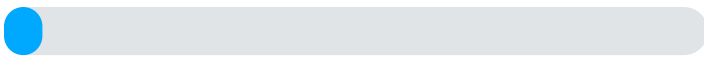
Patients under 100% of Federal Poverty Guideline



Medicaid/CHIP members

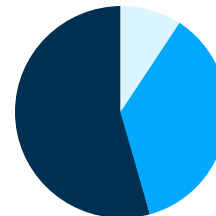


Medicare members



176,109 patients

● 56% female



Age

● Under 18
● 18-64
● 65+

Denver Health isn't a newcomer to prescription delivery. But when COVID-19 began to creep across the country, they knew more was needed to keep their patients safe.

"For over 160 years, Denver Health has been at the center of health innovation, changing with the city as its challenges become more complex and its solutions more interrelated."



Delivery Journey

2004

Denver Health central fill pharmacy is established. Mail order begins.

2019

Only 2% of all dispensed medications were delivered via mail order.

2020

March

- March 6: The city of Denver reports its first COVID-19 cases.¹
- March 26: Statewide stay-at-home order begins.²
- Denver Health pharmacies begin same-day delivery with a local courier company.

April

- April 1: Governor Polis allows for expanded use of telehealth.³
- April 19: The Regional Transportation District reduced service plan goes into effect, which impacts many Denver Health patients who rely on public transportation.
- April 24: Denver-metro counties extend stay-at-home orders until May 8.⁴

June

Denver Health delivery orders rise 25% over previous month.

August

Denver Health launches ScriptDrop same-day and on-demand delivery at two locations.

October

8% of all dispensed prescriptions get to patients via mail order or same-day delivery.

November

Colorado's COVID-19 cases continue to climb.⁵

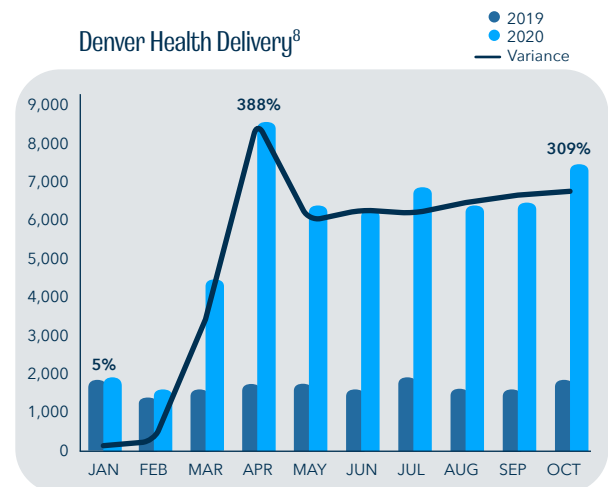
Like that of many health systems, Denver Health's delivery volume spiked in April, shortly after stay-at-home orders were enacted. But even when COVID-19 cases in Colorado dropped, Denver Health knew that delivery would still be an important and necessary service. To keep volume from dipping to pre-pandemic numbers, Denver Health took action.

- **Marketing:** Beginning in the summer, Denver Health's Marketing and Communications department developed robust and strategic cross-platform

Pharmacy Locations



Denver Health Delivery⁸

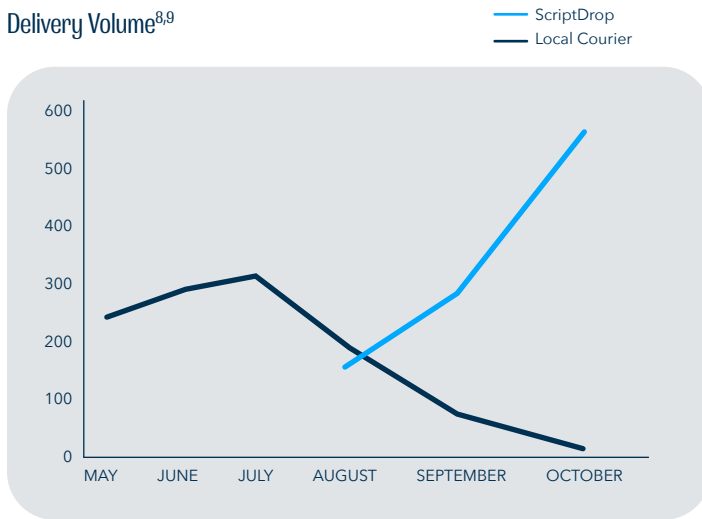


campaigns to promote mail-order and home delivery to both patients and staff. Among the many routes of communication, M&C sent mailers to patients, updated the Denver Health website and MyChart, and created magnets with information about delivery in both English and Spanish. Call center representatives also helped promote delivery to patients.

- **Smart business decisions:** Switching from a local courier to ScriptDrop has helped delivery volume grow far beyond expectations.

ScriptDrop specializes in prescription delivery and understands the importance of getting medications to patients in a timely, safe manner. The ScriptDrop platform allows pharmacists to create and track orders easily, order tamper-evident packaging, and maintain the delivery records they need for audits. With a dedicated Customer Success team and the opportunity for co-marketing, ScriptDrop is a partner Denver Health can trust.

Delivery Volume^{8,9}



	Local Courier	ScriptDrop
Rapidly scale drivers in response to volume	○	●
On-time deliveries	◐	●
Backup drivers are always available	○	●
Cost per delivery decreases with greater volume	○	●

73% increase in same-day delivery volume

Two months after launching two locations with ScriptDrop, Denver Health’s same-day delivery volume has risen 73% over July, the previous highest same-day volume month to date. By switching from a courier company to a healthcare technology company like ScriptDrop, patients will get their medications when they need them – and are more likely to trust the process.

50% decrease in administrative costs

Denver Health’s average administrative costs dropped 50% when they switched from the local courier to ScriptDrop. In the case of Denver Health, working with ScriptDrop is a better use of their budget and allows them to provide pharmacy services to more patients than ever.



happy with delivery service

Pharmacy manager Warren Streck said, “I have been managing mail order pharmacies since 2004. In those years, I have not worked with a medication access company that understood the needs of our patients and our business like ScriptDrop does. Until recently, patients with urgent needs and no transportation had few choices other than waiting for the mail to arrive a day or two later. With ScriptDrop, we can get our patients started on their regimens today!”

From November 2019 to November 2020, the rate of prescriptions **sent by mail or delivery** has jumped **391%** for Denver Health's pharmacies.

But the Denver Health/ScriptDrop partnership is on track to expand delivery rates even further.

After all, as pharmacy manager Warren Streck stated, recent changes in the pharmacy landscape "compel us to work more closely together." Denver Health patients will expect more from their pharmacy.

Delivery has the potential to increase medication adherence and reduce rehospitalizations. With time, Denver Health's choice to use ScriptDrop same-day delivery could improve health outcomes for patients who use maintenance medications to control chronic conditions.

In Denver County:

- Heart disease is the leading cause of death
- 15.8% of adults have hypertension
- 6.8% of adults have diabetes⁶

"The patient is at the center of everything we do." - Denver Health Team

Present

ScriptDrop currently serves six Denver Health pharmacy locations

Future

- ScriptDrop serves all 10 locations
- Denver Health can grow their overall delivery volume from the current 8% of dispensed prescriptions to their target of 18%
- Denver Health can make better use of their pharmacy budget
- More patients get their meds with ease

Present

Denver Health pharmacies use manual processes to set up mail order

Future

- ScriptDrop integrates with pharmacy system, Epic Willow
- Pharmacists can easily populate information into shipping portals
- Pharmacy staff saves 40 hours per week and can focus on working with patients or preparing medications

Delivery removes burdens.

When it comes to taking prescriptions, patients face a lot of obstacles. Making trips to the pharmacy shouldn't be one of them.

Delivery keeps people safe.

Fewer people in the pharmacy means fewer chances for patients and staff to contract COVID-19.

Delivery is part of the mission.

Part of Denver Health's mission is to "provide access to the highest quality health care," and by offering delivery, they're increasing access for patients who struggle with mobility, immune deficiencies, mental health, or simply can't get to the pharmacy.

ScriptDrop's mission is to "[deliver] medication access opportunities through technology, empathy, and healthcare expertise" and fits perfectly with that of Denver Health. We're proud to partner with such an innovative, proactive, patient-focused organization.

ScriptDrop Prescription Delivery

ScriptDrop's reliable and affordable prescription delivery solutions can help your patients stay healthy and your business achieve its goals.

Our delivery technology integrates directly into your pharmacy system. We offer multiple service levels to deliver prescriptions to patients:

- On-demand
- Same-day
- Shipping

How can ScriptDrop help your patients? **Reach out and learn more about our technology.**

info@scriptdrop.co
(800) 376-7715

Are you a ScriptDrop partner and have a success story that you'd like to share? We'd love to hear from you! Reach out to us at info@scriptdrop.co to connect with us.

Sources

- 1 <https://www.denverpost.com/2020/04/08/colorado-coronavirus-covid-timeline>
- 2 <https://www.colorado.gov/governor/news/gov-polis-announces-statewide-stay-home-order-provides-update-colorado-response-covid-19>
- 3 <https://www.coloradohealthinstitute.org/research/covid19>
- 4 <https://www.coloradohealthinstitute.org/research/covid19>
- 5 <https://www.nytimes.com/interactive/2020/us/colorado-coronavirus-cases.html>
- 6 <https://www.denverhealth.org/-/media/files/about/dhha-community-health-needs-assessment-2020.pdf>
- 7 <https://storymaps.arcgis.com/stories/50dbb5e7dfb6495292b71b7d8df56d0a>

Data

- 8 Denver Health Data 2020
- 9 ScriptDrop Data 2020