

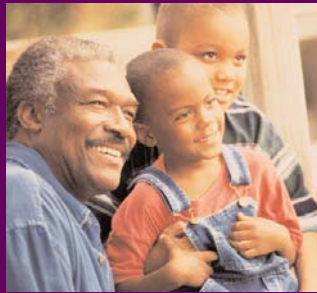
ScriptAssist

News

August 2006
Volume 3

At *ScriptAssist*, we realize that patients sometimes need assistance with new medications and treatments. At times, our patients can feel intimidated and overwhelmed.

We attempt to “break-down” the barriers caused by these attitudes and feelings. We predict the rate of non-compliance and provide proven motivation techniques and programs. Through these activities, we have received extremely positive feedback from our patients. Below is a small sampling in the areas of facilitating care, personalized service, patient outreach and treatment adherence.



Patient Outreach

"One of the registered nurses with your company, Susan (*ScriptAssist* Registered Nurse), is awesome. This is the first time that I have encountered this medical situation including the surgical procedures and medications. As a result, I was totally unprepared. But, Susan has been great ...super...more than outstanding. I am extremely impressed with the excellent service she provides. Susan is always personable, courteous, and extremely helpful. Her outstanding personality and positive attitude are commendable. With more personnel like Susan, patients would be happier and not as fearful. She is truly an asset to your company and should be applauded for a job well done."



Susan, *ScriptAssist*
Registered Nurse

"I have had the pleasure of dealing with one of your nurses assigned to me in recent months. This nurse, was courteous, helpful and professional when I needed it the most. She has demonstrated a knowledgeable persona, answering all of my questions and or concerns dealing with [my prescribed treatment]. In short, she should be commended, because finding someone who will call you back in a timely fashion and being sympathetic is definitely a rare find."

ScriptAssist
A CenCorp Health Solution™



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Treatment Adherence

Our *ScriptAssist* registered nurse recently completed a follow-up call to a patient. The patient's final dosing for their prescribed treatment was recently completed. At the end of the call, the patient shared with her *ScriptAssist* nurse that she would have "*never*" completed the treatment without the extra support. The patient informed the nurse that she would have discontinued treatment within two months of starting if it were not for her *ScriptAssist* registered nurse.

Another patient stated, "I guess this is a new service that my doctor is using. I told him how much I liked you, and how helpful you and your service is." During the next scheduled follow-up call, the patient expressed feeling "more focused" on taking medications as prescribed.

Personalized Service

Our *ScriptAssist* registered nurse connected with a patient during a follow-up call. The nurse recalled that the patient had recently taken a trip overseas. The patient was "*so appreciative*" of the nurse's call and having been asked about her recently completed trip. The patient described the service as "*wonderful*."

Facilitating Care

A patient reported having developed an upset stomach which she attributed to her prescribed drug treatment and elected to stop. The patient indicated additional concerns, including logistical issues, but was willing to resume treatment. Our *ScriptAssist* registered nurse communicated the concerns to the patient's physician and facilitated a case management consultation. The patient resumed her prescribed treatment and indicated an improved sense of well-being to the *ScriptAssist* nurse. Finally, the patient expressed to her physician appreciation for the *ScriptAssist* service.

To learn more, please visit www.scriptassistllc.com or contact **Bob Tomek at (314) 308-5240 or rtomek@centene.com**.
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