

# ScriptAssist

## News

Sept. 2006  
Volume 4

**ScriptAssist** predicts, detects and promotes treatment compliance. Patients receive personal contact over the phone from licensed registered nurses who are trained to assess patient risk for noncompliance and intervene with proven psychological techniques that improve patient medication compliance. These nurses help patients take their medications correctly on an ongoing basis.

As part of our commitment to providing quality medication compliance outreach, **ScriptAssist** conducts annual surveys and reviews to get feedback from patients. Below are our most recent findings, including patient testimonials.

**92.4%** of patients believe that the **ScriptAssist** program helped find ways to tolerate or deal with side effects **without switching medications**.

*In a very competitive formulary environment, our pharmaceutical clients find this to be a great testament to the value of the **ScriptAssist** program!*

**97.9%** of patients are satisfied with the **quality of health care information services** provided by the **ScriptAssist** nurse.

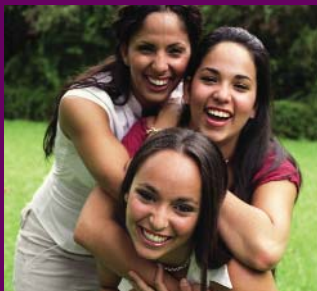
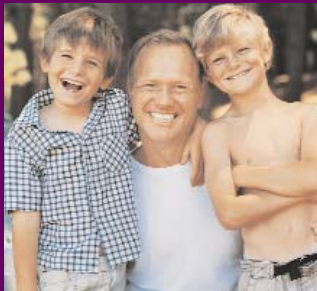
*Providers feel that **ScriptAssist** registered nurses serve as an extension of their own office!*

**97.8%** of patients thought their **ScriptAssist** nurse was **knowledgeable** and **answered their questions in a way they understood**.

*Our clients are very satisfied with **ScriptAssist's** ability to provide accurate, timely and tailored health information and support for their patients.*

**95.1%** of patients agreed that the **health instruction** they received from their **ScriptAssist** nurse met their expectations.

*"My nurse was very nice on the telephone! With my condition, it is comforting to hear such a pleasant caring nurse on the phone! Thanks again."*

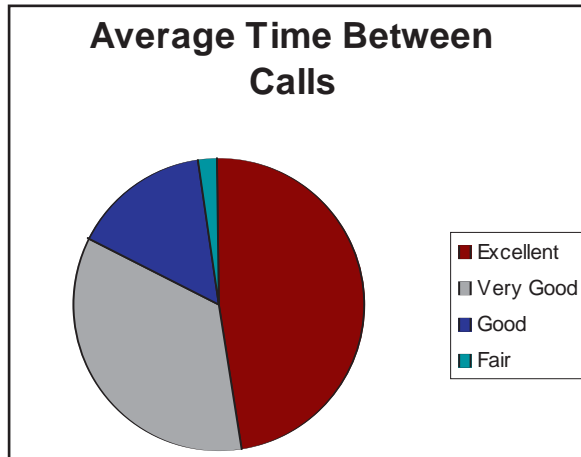


To learn more, please visit [www.scriptassistllc.com](http://www.scriptassistllc.com) or contact **Bob Tomek** at **(314) 308-5240** or [rtomek@centene.com](mailto:rtomek@centene.com).  
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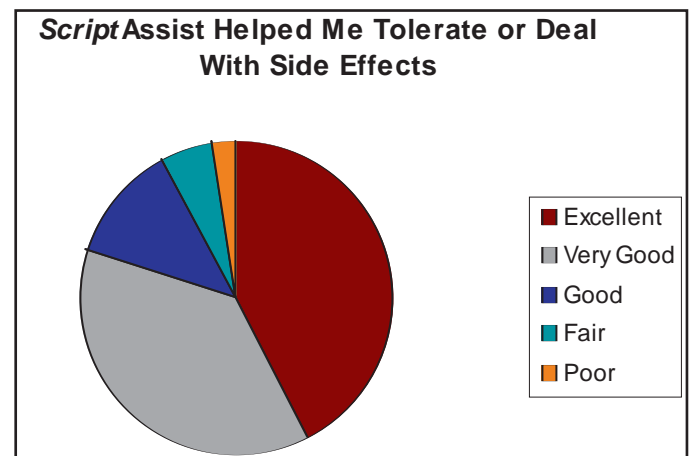
*"Thank you to my nurse for helping me cope with a difficult six months.  
Thank you for having this program."*



**ScriptAssist** performs scheduled follow-up calls to keep track of patient's progress. This graph shows patient feedback regarding the timing of these calls.

*"This was my first experience with anything like your service. Your people made everything so easy. They called and made sure all my refills were always on time; the nurse called monthly to check on progress, side effects and offer suggestions for any discomfort. I was truly amazed at the efficiency and caring your staff displays. This was the first positive experience I have ever had especially on dealing with prescription providers. Thank you so much."*

**ScriptAssist** teaches patients how to deal with potential medication side effects, in an attempt to keep patients compliant. The graph shows the feedback from this initiative.



**ScriptAssist**  
A CanCorp Health Solution™