



For Immediate Release
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Hospice Pharmacy Customers Highly Satisfied
Enclara Health Focuses on Patients and Nurses

(West Deptford, New Jersey) —Enclara Health, a hospice pharmacy provider, has established a unique business model that truly puts nurses and their patients first. The corner stones of our success are 1) immediate access to pharmacists and 2) services designed to reduce nurse time spent on pharmacy issues. Enclara’s program was designed by hospice professionals who provided input on what was working and what was not in hospice pharmacy.. This insight allowed us to create a pharmacy program that meets the unique needs of each hospice.

Enclara conducts customer satisfaction surveys and we are pleased to announce the results:

- 77% are more satisfied with Enclara than their previous pharmacy
- Reduced telephone call times: 67% decrease in hold time and call time reduced by 48%
- Streamlined admitting process: ave. time spend per admission reduced by 20%
- CII problems reduced by 58% (nurses no longer have to chase prescriptions)
- Less time spend on locating emergency medications
- Money saved via reduced administration time (Enclara manages the non-formulary and billing processes)

“We are so pleased that we switched to Enclara,” states Paula Sloan, RN, A*MED Community Hospice. “By not being bogged down with pharmacy issues, we can focus our energy on our patients.”

Enclara enlisted hospice physicians and healthcare professionals to develop its new innovation for hospice formulary management—Medication Algorithm Pharmacopies (MAP). The MAP is printed in a convenient pocket-sized guide. It is organized by symptom and condition and displays the most up-to-date medication information in an easy-to-use table format. Nurses love this handbook!



Enclara's 24-7 pharmacy team provides a full medication profile review on every order for every patient in any location—all documented and available anytime on our state-of-the-art web-based reporting system.

When emergency medication needs arise, we have you covered. Enclara's Neighborhood Connection (a designated group of pharmacies in your community), along with Enclara's 24/7 pharmacists, support your nurses in finding the medications they need. Our CareKits can be configured to meet your hospice market's unique needs. In addition, we chase the paperwork so your nurses can rely on a complete emergency kit in the patient's home every time—no guess work.

Enclara would like to share more details about our program. Please visit us at booth 308 at NHPCO's MLC taking place April 23-25, 2009. For more information contact Kristen Hodel at 303-321-3177 or khodel@enclarahealth.com

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