

From Friction to Flow:

# Transforming Specialty Pharmacy Performance

See how health systems move from fragmented external models to fully integrated partnerships that unlock hidden value across access, care coordination, and financial outcomes.

OVERALL EXPERIENCE

## BEFORE

### Traditional Specialty Pharmacy Model

- ❌ Patients bounce between clinic, external pharmacy, and multiple financial assistance channels.
- ❌ Clinic staff own most administrative tasks, fueling burnout and administrative overload.
- ❌ Limited visibility into where prescriptions stall or why patients abandon therapy.

## AFTER

### Integrated Specialty Pharmacy Partnership with Shields

- ✅ Centralized team of clinical pharmacists provide patients with personalized support throughout their entire specialty journey, in partnership with the health system's clinical team.
- ✅ Paperwork, such as prior authorizations, shifts off providers so they can focus on high-value clinical care.
- ✅ A single integrated workflow tracks the patient from initial prescription fill to ongoing maintenance.

ACCESS AND TIME-TO-THERAPY

- ❌ Payor network and LDD restrictions push prescriptions to external specialty pharmacies.
- ❌ Patients face delays and confusion getting their first dose of therapy.
- ❌ Health systems lose prescriptions to outside pharmacies and control of the patient experience.

- ✅ Pre-established payor and drug manufacturer relationships give health systems accelerated access to restricted therapies.
- ✅ Integrated workflows kick off authorizations and financial assistance at the point of prescribing.
- ✅ Patients start therapy sooner and often stay within the health system they trust.

#### SHIELDS IMPACT

**<2 days**

average time-to-therapy in Shields-integrated programs

**~80**

health system partners

**\$10**

average patient copay

CARE COORDINATION & DATA VISIBILITY

- ❌ Prior authorizations, benefits checks, and refills sit outside clinic workflows.
- ❌ Disjointed or disconnected workflows place additional burdens on clinicians and impede the patient journey.
- ❌ Providers answer pharmacy questions piecemeal, pulling time away from patient care.
- ❌ Reports arrive weeks later, describing what happened but not how to fix it.

- ✅ TelemetryRx®, a purpose-built and proprietary software platform, automates pharmacy workflows and removes administrative barriers to drive operational efficiency and better patient care.
- ✅ Pharmacist-led interventions manage side effects, adherence barriers, and dose changes across the full patient journey.
- ✅ Real-time dashboards highlight adherence, time-to-therapy, and abandonment risk so teams can intervene before issues escalate.

#### SHIELDS IMPACT

**67,000+**

interventions in one year with 97.8% provider acceptance

**\$52B**

annual specialty prescription opportunity

**40-60%**

increased TelemetryRx® patient retention in integrated settings

FINANCIAL OUTCOMES

- ❌ Revenue leaks as prescriptions shift to external pharmacies during payor and LDD buildout.
- ❌ Lower adherence and delayed starts drive avoidable hospitalizations and emergency room visits.
- ❌ Limited 340B enrollment and fixed staffing models inflate operating costs.

- ✅ Integrated teams compress time-to-therapy and retain specialty volume and relationships.
- ✅ Higher adherence and proactive pharmacist interventions help reduce total cost of care.
- ✅ Scalable partnership model and compliant 340B optimization align resources with real demand.

#### SHIELDS IMPACT

**13%**

reduction in total healthcare costs vs national cohorts

**35%**

decrease in physician and ED visits in health systems

**92%**

of average adherence rate with patients staying on therapy

## Ready to Unlock Hidden Value?

Discover how Shields' embedded and specialized teams, TelemetryRx® platform, and technology-enabled workflows (including text-based outreach and automated prior authorizations) can help your health system accelerate access, reduce clinician burden, and improve total cost of care.

**CONTACT SHIELDS TO REQUEST YOUR FREE SPECIALTY PHARMACY OPPORTUNITY ASSESSMENT**

#### INFOGRAPHIC SUMMARY

- ✅ Traditional models treat specialty pharmacy as a dispensing function.
- ✅ Integrated partnerships turn it into a performance engine across access, care coordination, data, and financial results.