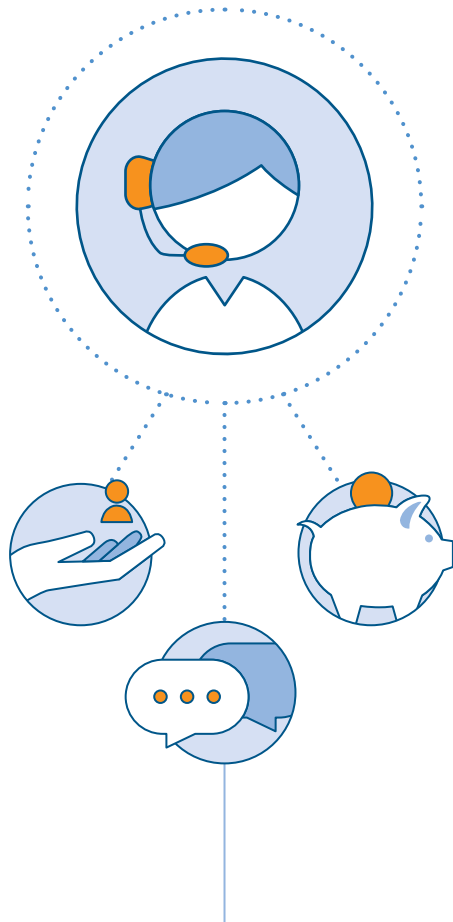


Patient assistance programs provide relief throughout the entire patient journey

An advocate with every step



“She was always so pleasant to talk to, and we began to form a connection. At one point I realized she was treating me almost like a loving daughter who was always concerned as to how I was feeling and asking if there were any issues I was having with scheduling. I knew I was in good hands with her and that her concerns about me were real and from the heart.”

— Dennis Rinaldi, patient

The situation

Over 20 years ago, Dennis Rinaldi was diagnosed with Essential Thrombocythemia, an uncommon disorder in which one’s bone marrow produces too many platelets, the part of blood that sticks together to form clots.¹ In 2010, Dennis participated in a four-year study to try a new treatment using pegylated interferon, or peginterferon. When the trial ended, the doctors supplied Dennis with a three-month supply of the medication as a thank-you for his participation. But when he started to run out, at age 62, Dennis knew the price of the medication exceeded his retirement income. A 48-week supply of interferon could cost upwards of \$40,000.

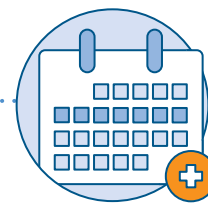
Dennis applied for the interferon manufacturer’s patient assistance program (PAP) and received the medication for a couple of years until it was removed from the program. He then found himself at a crossroads and needed a solution. The answer came when Dennis was referred to a McKesson RxO patient advocate. McKesson RxO partners with health systems and their pharmacies to help manage healthcare costs for patients and their families.

A helping hand

Dennis’ patient advocate helped him receive interferon in the non-pegylated form at no cost by finding, and helping him enroll in, a patient assistance program. Wakeelah, his advocate, was kind and particularly attentive, making sure Dennis always had his medication, and contacting him monthly to inform him whenever he needed another shipment of interferon.

“She was always so pleasant to talk to, and we began to form a connection. At one point I realized she was treating me almost like a loving daughter who was always concerned as to how I was feeling and asking if there were any issues I was having with scheduling. I knew I was in good hands with her and that her concerns about me were real and from the heart,” said Dennis.

¹ <https://www.mayoclinic.org/diseases-conditions/essential-thrombocythemia/symptoms-causes/syc-20361064#>.



“She knew exactly what I needed, and she was determined that she would see to it that I got my needs met. What a blessing she was to me. It was like having an angel watching over me.”

— Dennis Rinaldi, patient

Going the extra mile

Last November, the manufacturer notified Dennis that it would no longer provide interferon at the end of the year, just weeks before Wakeelah’s regular reminder for him to schedule the next month’s supply. Upon learning the news, she fervently searched for a way to make sure Dennis could still get the medication he needed — even if it was from a different source. She researched private funding and was able to locate two foundations that covered Dennis’ disease state: PAN and CancerCare. As soon as she located another option, Wakeelah notified him, and together, they contacted the pharmacy to iron out the necessary details. Her determination continued until after 8 p.m. that evening, when she could confidently assure Dennis he would continue receiving his interferon without interruption — and at a significantly discounted rate.

“She knew exactly what I needed, and she was determined that she would see to it that I got my needs met. What a blessing she was to me. It was like having an angel watching over me.”

Peace of mind

The price tag kept Dennis up some nights, worrying that he’d never be able to afford his medication, but McKesson RxO’s PAP helped him get the medication he needed at an affordable cost.

“McKesson helped remove stress and concern from me for which I am extremely grateful. I know that the bottom line for any company is always financial, but I also know that there are people at this company that cared enough to establish a program of this caliber, and with great people like Wakeelah. Without the PAP, I’m not sure my life would be as good as it is now.”

McKesson’s patient advocates treat each patient as an individual, guiding them every step of the way to access to affordable medicine.

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To learn more about the McKesson RxO® patient assistance program, contact us at healthsystems@mckesson.com.

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