

Reference

Albany Area Primary Health Care, Inc.

Walgreens provides AAPHC clinics with dynamic 340B services

The Albany Area Primary Health Care organization is the largest primary care physician practice in southwest Georgia. With 12 community health centers, we serve approximately 36,000 patients across six counties. Most of these patients are low-income, uninsured, underinsured and/or enrolled in Medicaid or Medicare. Our healthcare services include internal medicine, family and pediatric medicine, obstetric and gynecologic services, podiatry, dental services and HIV/AIDS care services. AAPHC is accredited by the Joint Commission and receives 330 health center and Ryan White funding from the U.S. Health Resources and Services Administration.

We contracted with Walgreens in December 2011 for 340B pharmacy and inventory maintenance services. Initially, the contract was for one of its pharmacies to provide 340B services for just one of our clinics. We were so impressed with their operation that we added three additional Walgreens pharmacies to the contract in March 2012. In May 2012, we began utilizing their 340B services for our specialized HIV/AIDS clinic. We now contract with eight Walgreens stores, one of which handles the majority of our 340B mail orders.

From the start, we were pleased with the services Walgreens offers, especially the clinical education for patients, healthcare professionals and staff, and the 24-hour phone line for patients who have questions about their medications. Walgreens has also helped us as we developed a better process for identifying patients on our reduced fee program. Finally, the reporting we get from Walgreens is excellent; it's timely, easily accessible and any discrepancies or questions we have are resolved quickly and judiciously. These services put Walgreens in a separate class.

Overall, Walgreens has done wonders for our organization. Operationally, everything runs very smoothly, and their customer service is outstanding—better than anyone in the industry. We look forward to exploring more ways Walgreens can help our patients get accessible, affordable and quality healthcare, which is the mission of AAPHC.

Clifton Bush
Specialty Services Director

**Albany Area Primary
Health Care, Inc.**
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Collaboration with Walgreens:
1 year

The Walgreens logo, featuring the word "Walgreens" in a red, cursive script font.