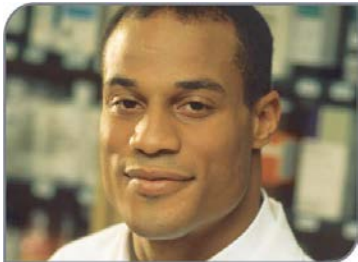


adherence

FDS Patient Support Program News



Frequently Asked Questions About the FDS Patient Support Program

FAQs from Pharmacy Team Members

Q. What is the FDS Patient Support Program?

- A patient education and compliance program
- Designed to help patients stay on their prescribed drug therapy.
- Refill reminder education letters containing healthcare information to assist patients with adhering to the therapy prescribed.

Q. What are the pharmacy team member's roles/responsibilities for this program?

- Answer questions from customers about the program.
- Ensure the customer's information is correct.
- Update any incorrect addresses.
- Update opt-outs as requested by patients.

Q. Can patients opt-out of this program?

- Yes, patients may opt out of the program by calling 1-888-710-1771 and entering their patient ID number (underlined number located to the right of the patient's name on the letter).

FAQs from Customers

Q. Why are you sending me information in the mail about my prescription(s)?

- Our pharmacy provides a free healthcare service to help you understand more about your prescription medicines.
- We believe if you understand and take your prescriptions properly, you will receive the full benefit and stay healthier.

Q. What is involved in this program?

- The program provides you with important information about your medication and tips to get the full advantage.
- You may receive additional information when your refills are due or if you happen to miss a scheduled refill.

continued on back...

Prepared especially for our pharmacists.



New DirectAdhere Program (Compliance & Persistency Mailings)

- Atacand
- Forteo
- Janumet
- Januvia
- Nascobal

Top 5 DirectAdhere Programs (Compliance & Persistency Mailings)

- Actos
- Cymbalta
- Nexium
- Singulair
- Zetia

Stay tuned next quarter for the announcement of additional new programs and HIPAA compliance information!

For more information on this program, please visit: www.connect4health.com/freedom or contact FDS Sales at 877-602-4179 or salesadmin1@fdsrx.com.

Did You Know...

- The FDS Patient Support Program has improved patient compliance by providing information to patients about their medication and condition, and notifying them when refills are due or overdue.
- The #1 problem in treating illness today is patients' failure to take prescription medications correctly, regardless of patient age or gender.¹



"I can't get my husband to take his medication. Got any dart guns?"

¹ American Heart Association Statistics.
<http://www.americanheart.org/presenterjhtml?identifier=107>. Accessed March 12, 2007.