

# A new GLP-1 patient starting therapy with support from EnReachRX at her local retail pharmacy

## Maya's Needs

- + Support onboarding
- + Support staying adherent
- + Titration guidance and side-effect management



## Maya's Journey



Maya is starting GLP-1 medication for the first time. When she arrives at her local pharmacy to pick up her prescription, the system flags that she's part of the EnReachRx program. The pharmacist receives a unique alert and a printed note appears on Maya's medication leaflet.



During pickup, the pharmacist walks Maya through key topics for getting started, including how to use the injection device, how to identify and manage potential side effects, what to do if she misses a dose, and why adherence is critical for long-term success.



Before she leaves, the pharmacist lets Maya know she should expect a call from a specialized clinical pharmacist. This follow-up will focus on identifying any barriers to adherence, providing additional guidance on titration, and helping Maya stay on track with her therapy.



Finally, the pharmacist directs her to additional educational tools available online for continued support.

## Client Benefits

- + Early, structured patient support increases understanding and adherence.
- + Pharmacist-led education and clinical follow-up helps identify and address adherence challenges.
- + Patient is set up for better outcomes.

## A GLP-1 patient transitioning to maintenance therapy supported by EnReachRx at her local pharmacy

### Denise's Needs

- + Support staying adherent
- + Support managing side-effects
- + End of titration guidance



### Denise's Journey



Denise has completed the titration phase of her GLP-1 therapy and arrives at her retail pharmacy for a refill. At the POS, the pharmacy system flags her as part of the EnReachRx program.



The pharmacist checks in during the refill process to confirm that Denise has been moved to a 90-day supply, where appropriate. This helps ensure her therapy remains consistent and aligned with her maintenance plan.



Following the refill, Denise receives outreach from a specialized clinical pharmacist. During the call, the pharmacist reviews her therapy history and checks for any ongoing adherence issues or gaps in care. The pharmacist also asks about side effects and offers mitigation strategies as needed.



Before ending the conversation, the pharmacist directs Denise to additional educational resources to support her as she continues maintenance therapy.

### Client Benefits

- + Patient receives coordinated care across retail and clinical touchpoints, supporting adherence and long-term success.
- + Pharmacist guidance helps ensure proper refill timing, addresses lingering side effects, and provides access to trusted educational tools for continued support.

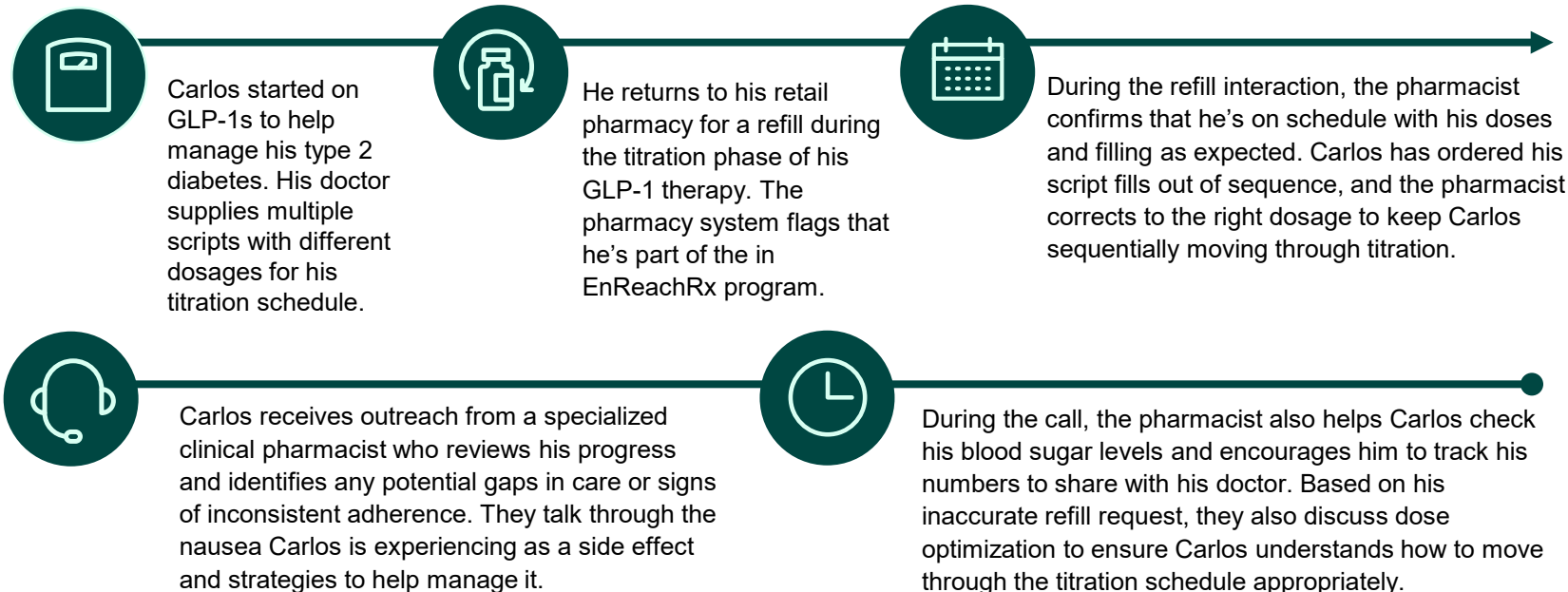
# A Type 2 Diabetes patient supported by EnReachRx at his local retail pharmacy

## Carlos' Needs

- + Help in managing type 2 diabetes
- + Support staying on a consistent titration path
- + Assistance in managing GLP-1 side effects



## Carlos' Journey



## Client Benefits

- + Patient receives targeted pharmacist education on titrating appropriately, avoiding increased side effects, and guidance on managing existing side effects.
- + Coordination between the retail and clinical teams helps catch adherence issues early, guide proper titration, and manage type 2 diabetes.

# A type 2 diabetes patient starting GLP-1 treatment

## Rick's Needs

- + Help with managing type 2 diabetes
- + GLP-1 onboarding support
- + Assistance with adherence



## Rick's Journey



Rick's medication journey began after being diagnosed with type 2 diabetes. His doctor electronically submitted multiple prescriptions for a GLP-1 to EnGuide Pharmacy. Each prescription was for a different strength to support titration, which was a source of confusion for Rick.

Despite receiving multiple prescriptions, an EnGuide pharmacist was able to identify and dispense the proper starting dose and placed the others on Rick's profile until needed. Rick receives his prescription and welcome materials filled with valuable educational resources about diabetes and GLP-1s.



Although Rick received a digital refill reminder, he eventually becomes late to fill, which prompted an outreach from an EnGuide pharmacist. After learning about Rick's difficulties with self-administration, the pharmacist provided helpful counseling and referred the patient to the EnGuide digital library to learn more about proper injection techniques and other GLP-1 considerations.

As Rick's treatment progressed, an EnGuide pharmacist recognized a sporadic filling pattern of lower and higher strengths inconsistent with normal titration. The pharmacist contacted Rick and learned that higher doses were causing significant nausea and abdominal pain. Following counseling, the pharmacist then intervened with his prescriber to modify the titration schedule.

Rick's treatment becomes stabilized as he is now able to tolerate the adjusted maintenance dose. With ongoing refill reminders, digital tools and resources, and 24/7 pharmacist availability at his disposal, Rick is able to manage his diabetes with much more confidence.

## Client benefits

- + Patient receives targeted pharmacist support, increasing understanding and adherence.
- + Pharmacist engagement contributed to a high level of satisfaction and care.
- + Rick stayed consistent with treatment, avoiding unnecessary costs associated with unmanaged type 2 diabetes.

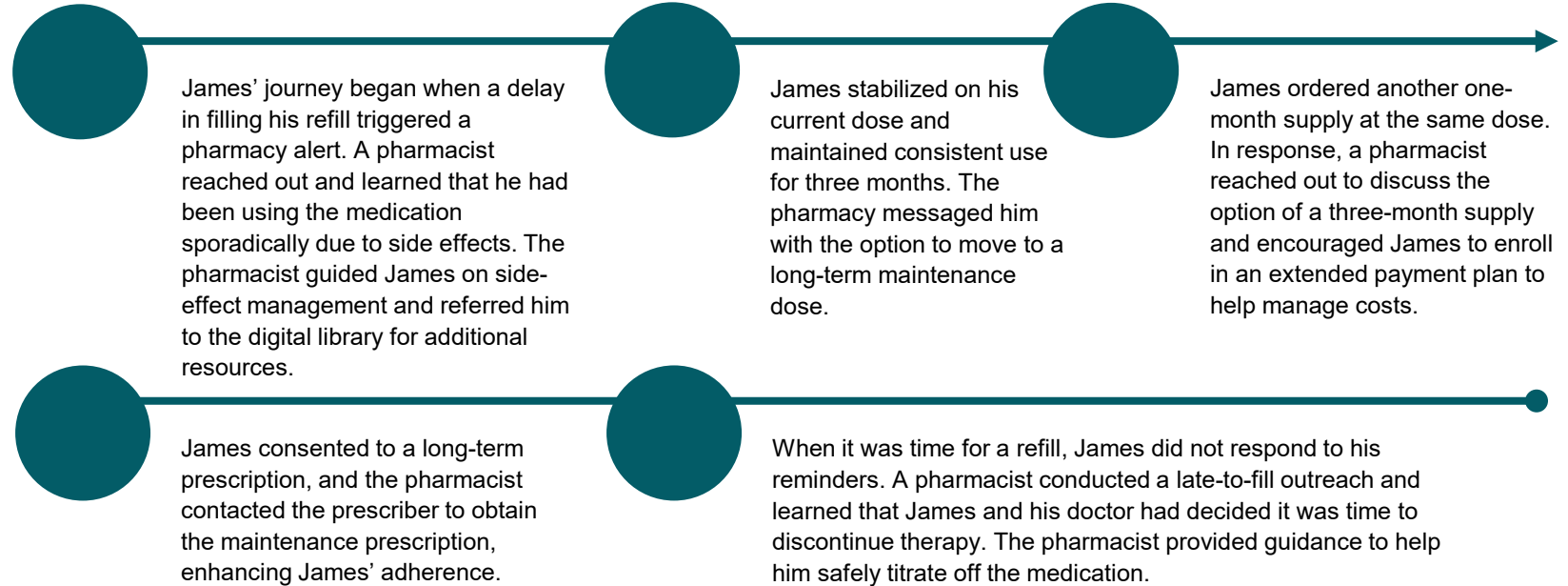


# An existing GLP-1 patient supported through long-term use and discontinuation

## James' Needs

- + Support managing side effects
- + Support staying adherent
- + End of titration guidance

## James' Journey



## Client benefits

- + Improved patient adherence, avoiding unnecessary costs from stop-and-start use. Ongoing pharmacy support enabled successful transition to maintenance dose and safe off-ramping.
- + Consistent pharmacy engagement contributed to a high level of satisfaction and care.

# An existing GLP-1 patient supported through EncircleRx

## Kim's Needs

- + Help in meeting weight loss goals
- + Support staying adherent
- + Titration guidance



## Kim's Journey



## Client benefits

- + Pharmacy support with patient adherence.
- + Support with safe long term maintenance goals.
- + Ongoing support and consultations throughout the experience lead to high patient satisfaction.