



Bridging the Gap of Access to Affordable Medication

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Background

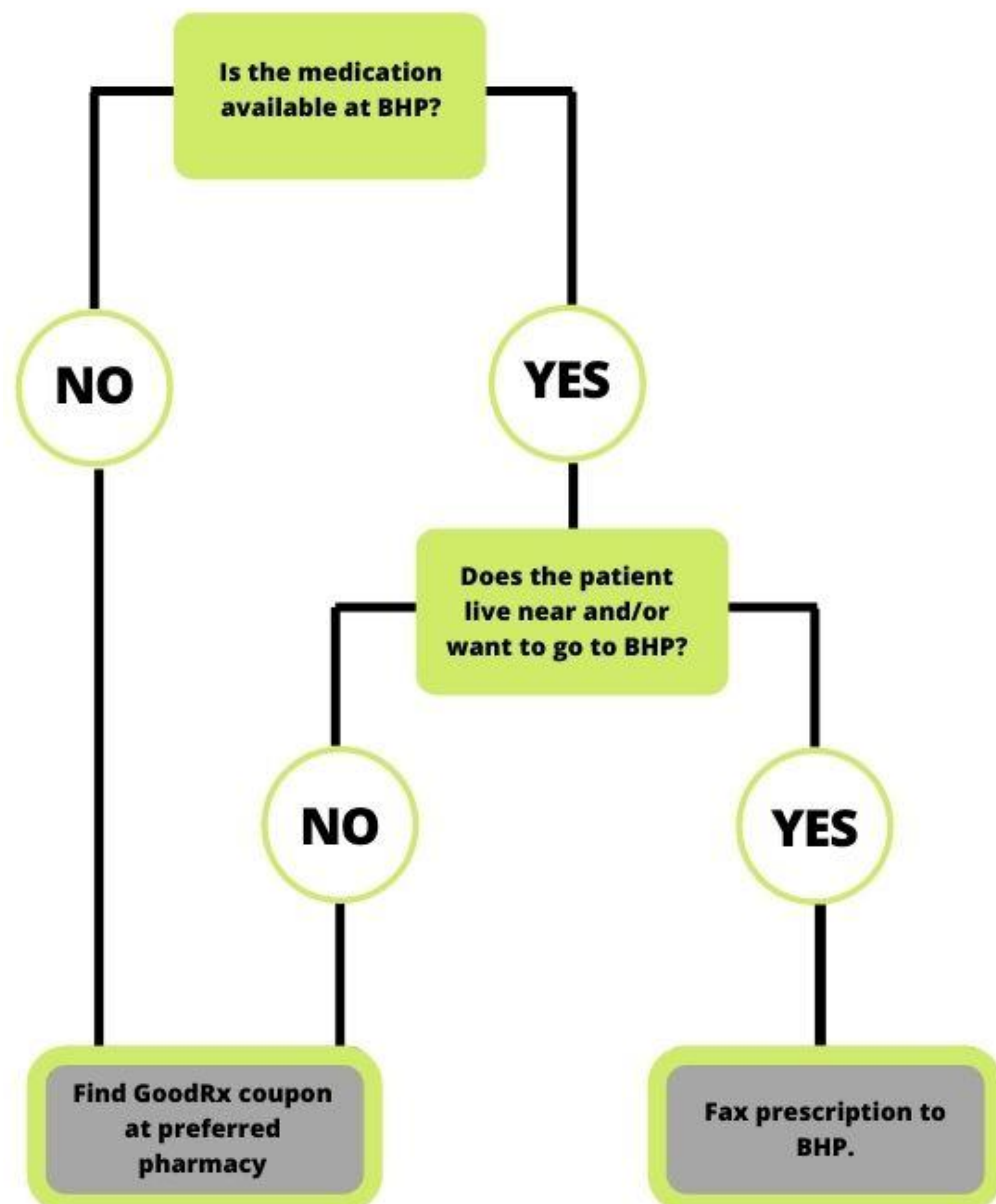
- Stanford Pacific Free Clinic's telehealth initiative sought to save our patients' money on prescriptions using GoodRx coupons or referrals to Better Health Pharmacy.



- Santa Clara County Better Health Pharmacy (BHP) provides free access to unopened and unexpired medications.
- GoodRx provides free coupons for discounts on prescription medications.

Methods

- One of two cost-saving interventions were offered to all patients over 10 clinic dates and was determined as follows:



- Patients were then securely emailed instructions to retrieve their medication(s). Medication, preferred method of prescription retrieval, and expected costs were recorded.

Results

Our actions significantly decrease expected medication costs

- Patients are expected to save \$48.83 on average after our cost-saving actions

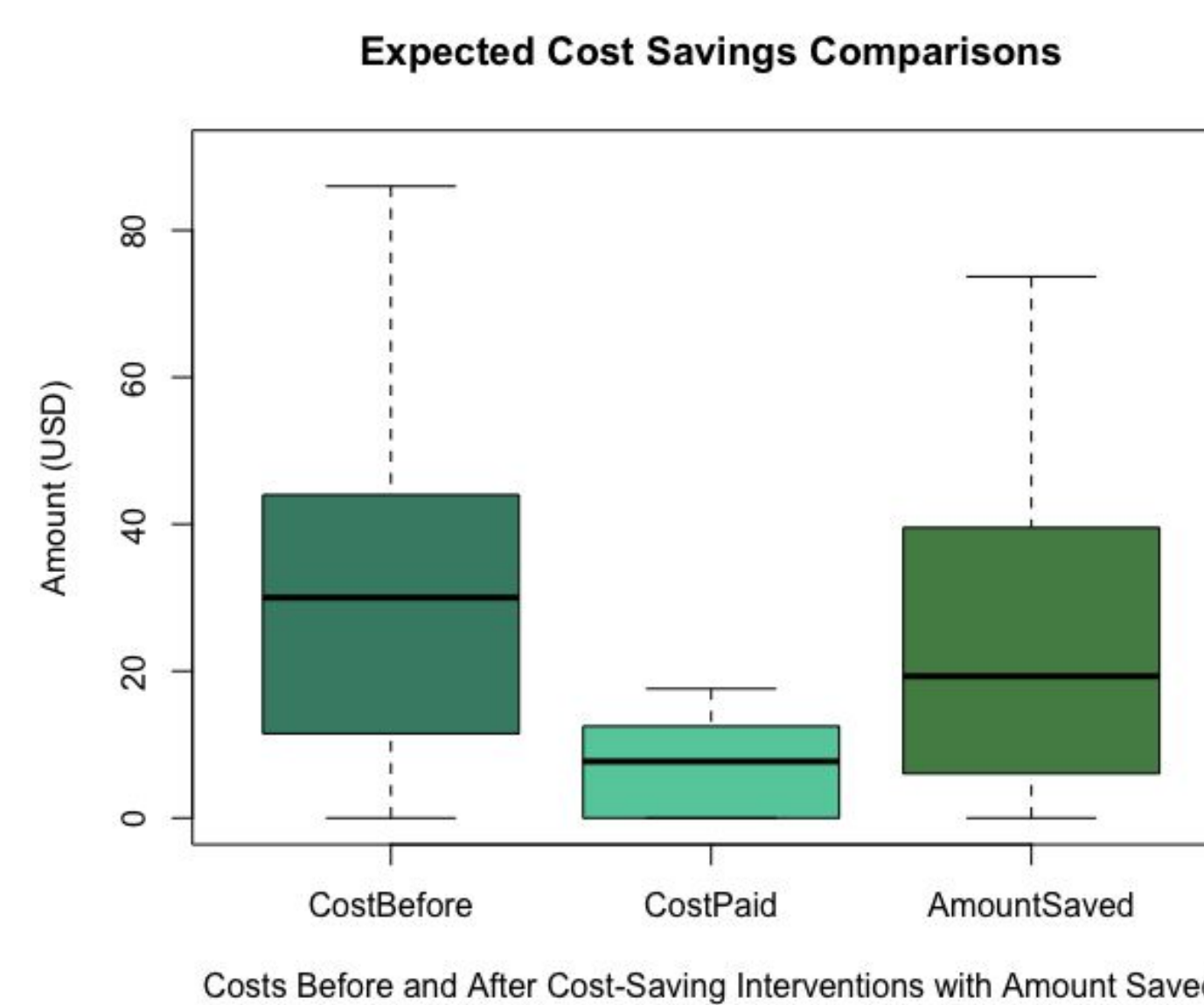


Figure 1. Expected cost savings compared. Statistically significant differences were observed between expected prescription cost before and expected cost after intervention (p-value < 0.001) as well as the amount patients saved and the amount patients were expected to pay (p-value < 0.01).

Patients were expected to have paid an average of \$50.92 (median \$19.30, IQR = \$33.48) per medication before intervention. After our cost-saving actions, patients were expected to pay \$7.09 (median = \$30.00, IQR = \$32.50) per medication.

- Atorvastatin, amlodipine, and gabapentin were the most commonly prescribed medications

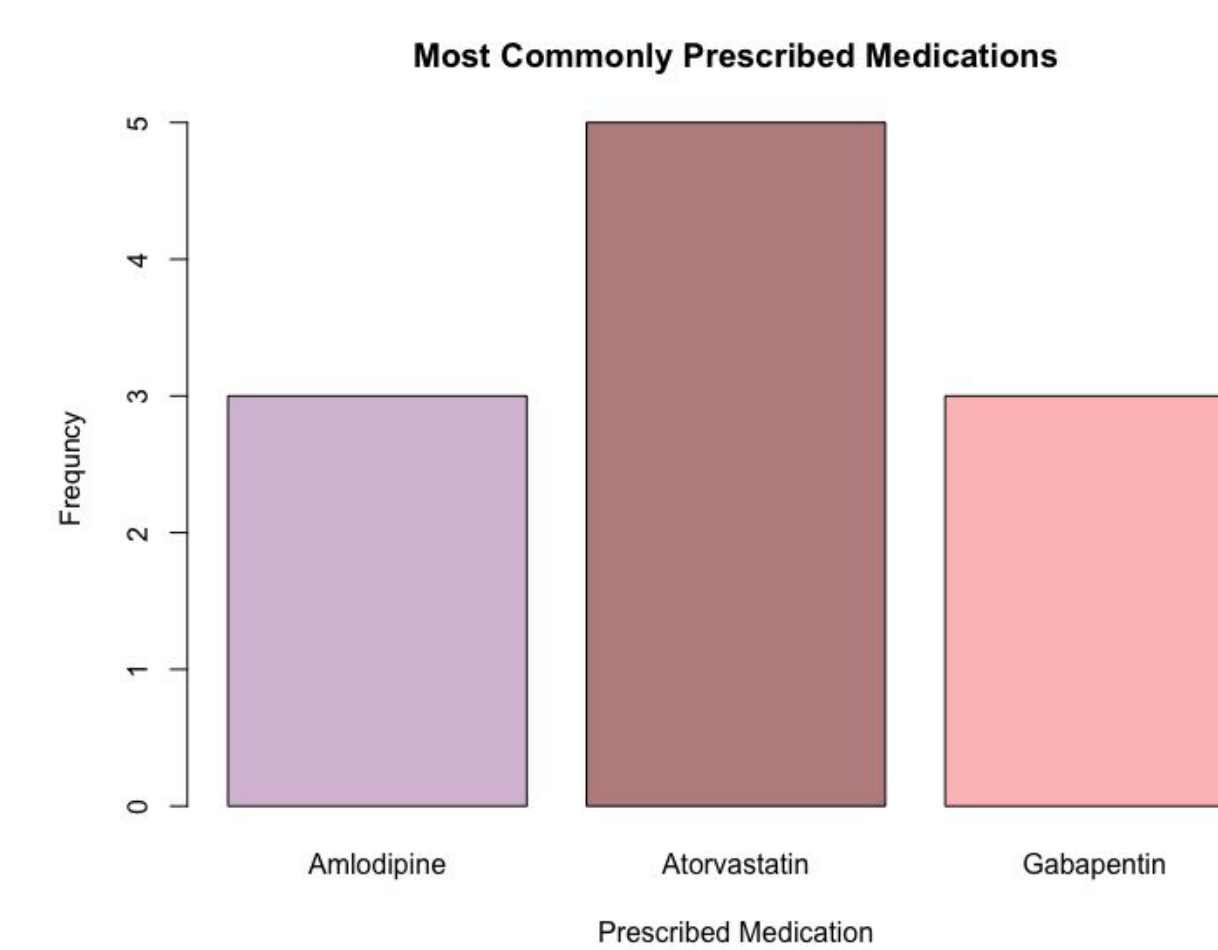


Figure 2. Three most common medications. Of the 31 prescriptions written, n = 3 were for amlodipine, n = 5 for atorvastatin, and n = 3 for gabapentin. (not pictured: n = 20 other prescriptions, all miscellaneous.)

Discussion

- Our interventions provided an opportunity for our patients to significantly reduce their medication costs. However, one limitation is that we cannot verify the actual amount the patient paid, only the expected amount based on available cost data on GoodRx.com
- Compared to prescriptions sent to BHP, approximately twice as many medications were sent to other pharmacies with a GoodRx coupon. This may be partially explained by BHP's donation-based inventory in which medications are not guaranteed availability. Additionally, some patients also choose to go to a different pharmacy with GoodRx, often citing far distances as a deterrent.

Patients used GoodRx more frequently than BHP

- Nearly twice as many patients preferred to use GoodRx at another pharmacy compared to Better Health Pharmacy

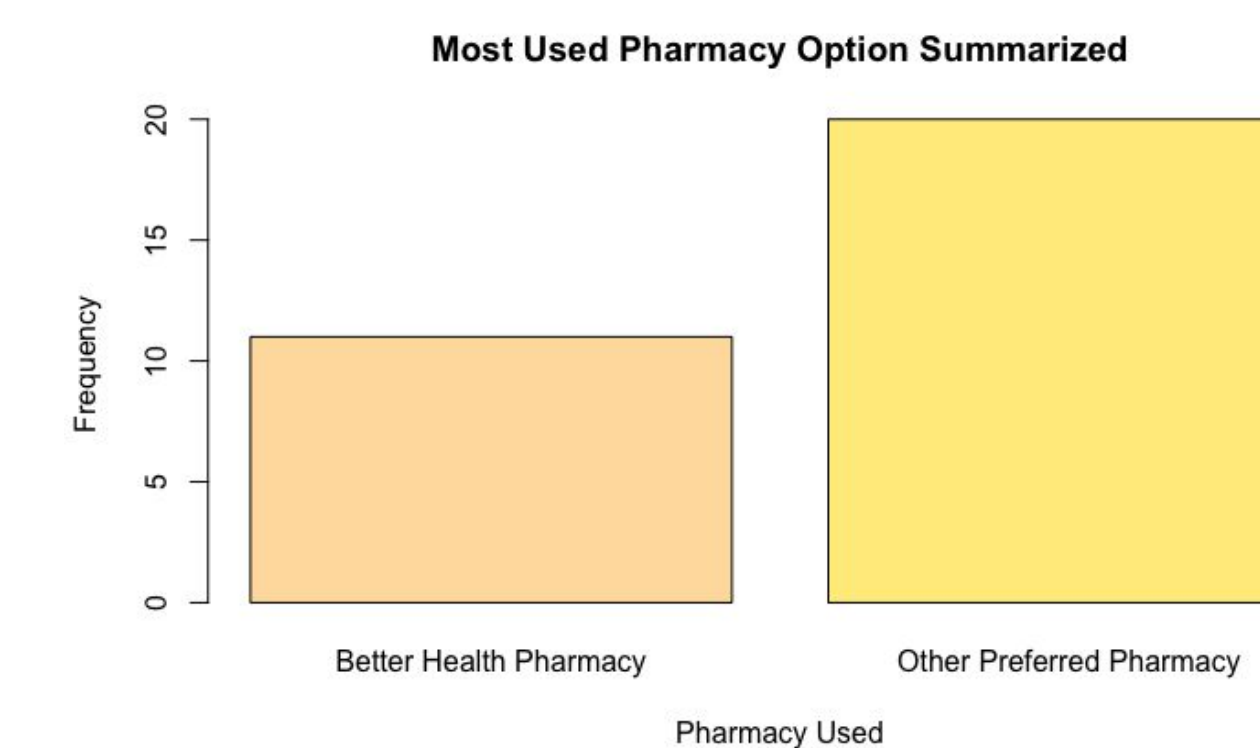


Figure 2. Frequency of BHP use versus other preferred pharmacy use. Of the 31 prescriptions, n = 11 were sent to BHP and n = 20 were sent with a GoodRx coupon to a different preferred pharmacy. Full breakdown can be observed in Figure 3.

- Costco was the most popular pharmacy followed by Better Health Pharmacy

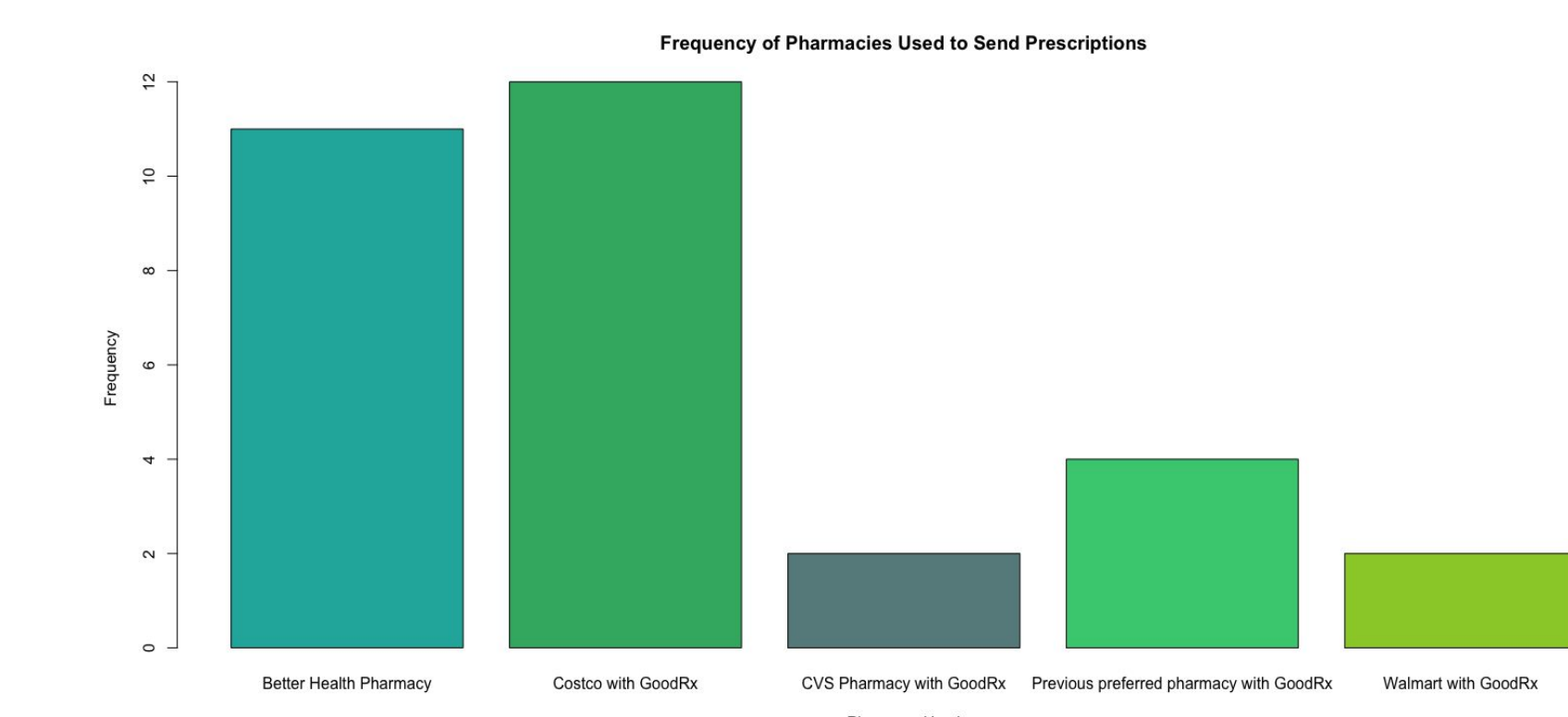


Figure 3. Total breakdown of pharmacies. Of the 31 prescriptions, n = 11 were sent to BHP, n = 12 to Costco, n = 2 to CVS Pharmacy, n = 2 to Walmart, and n = 4 to the patient's other previously indicated preferred pharmacy.

Current Work

- Post-visit surveys to collect actual patient savings data
- Use survey responses to answer follow-up questions:
 - Whether patients filled their prescriptions
 - If patients were able to use GoodRx coupon(s)
- Collect patient satisfaction follow-up data to improve telehealth and remote prescription filling

Acknowledgements

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