

Making Patient Assistance A Priority

Sara Rentzel, CPhT, RPhT

- Our goal is to identify and capture patients who qualify for grants. By obtaining grants for patients, we can fill their prescriptions at AON Pharmacy. We know that this allows us to build a relationship with them and provide the best experience for the patient. We monitor chart notes, labs, side effects, etc. prior to every fill/refill. We are also able to monitor their grant balance and stay proactive so their medication will remain covered at no cost to the patient.
- When a grant opens, the patient assistance team prioritizes getting our patients a grant above all other tasks.
- We focus on obtaining vouchers for the first fill of a patient's medication. This allows us to build a relationship with our patients even if they must go to the manufacturer for the next fill.
- When sending an application for manufacturer assistance we follow the application through the process and keep the patient and clinics informed. We ensure the first delivery gets to the patient.
- We assist our patients with the renewal process for their grants or manufacturer assistance.



In 2022, **32,000** prescriptions filled and **\$47.5 million** in medication assistance sourced for over **3,878** patients.

At AON, we're closing the cancer care gap with transformational achievements.

Driving healthcare equity through innovation.