TRANSFORMING LIVES THROUGH THE PHILANTHROPIC DONATION AND DISTRIBUTION OF MEDICINE.
Today, nearly 30 million Americans do not have insurance and nearly half of those are surviving on income of less than 200% Federal Poverty Level. This creates significant barriers to care and medication access, and disproportionately higher chronic disease risks. Most healthcare sectors are divided and fighting for retention of every dollar. Uncompensated hospital care costs exceeded $38 billion in 2017 and a third of our nation’s hospitals face more than $10 million in unpaid patient debt.

At Dispensary of Hope, we are not dissuaded.

Our work today is the same as it was over ten years ago; to deliver hope to people, to save and transform lives by offering access to the medicine that they need. In this mission we’ve found common ground within healthcare delivery and pharmaceutical manufacturers.

We see the faces of leaders in pharmaceutical manufacturing and health systems who seek pragmatic innovation to reduce waste, deliver affordability and improve access to high quality medication for the poor.

We hear the voices of pharmacists, clinicians, nurses and community health workers who consistently sacrifice to serve the needs of others. We know the people whose lives are being saved and transformed by those who are willing to serve. Every year brings the reminder that it is possible to serve a noble mission and simultaneously deliver financially sustainable and responsible solutions.

Dispensary of Hope expands its reach more and more each year, crossing several milestones in fiscal year 2019, with over 200 dispensing sites filling 1.1 million prescriptions; driven by the generosity of 27 pharmaceutical manufacturers.

Fiscal year 2019 is the fourth year of our five-year strategic plan to build an effective national charitable medication model that saves lives and improves health outcomes. We approach the fifth year of our strategic plan with confidence in our accomplishments while focusing on the future. We are looking to break down barriers to medication access in the next five years and beyond. We are deeply committed to this national collaborative and the ongoing development and empowerment of champions for medication access and human dignity.

We are thankful for our funders, medication donors and partner dispensing sites. This commitment to our national collaborative provides hope and life transformation for the vulnerable in our communities.

Chris Palombo
CEO, The Dispensary of Hope
OVER A DECADE OF GROWTH

2008
- Developed subscription-based network model
- Secured bulk contracts with numerous manufacturers to administer their Patient Assistance Programs through Dispensary of Hope’s first mail order pharmacy
- Hope Box program centralized collection and distribution of physician donated samples

2010
- APCIS Innovation Award
- Communities Joined in Action Leader in Healthcare Transformation Award

2011
- Focus on patient populations’ most needed prescription medications
- Phased out Mail Order Pharmacy

2012
- Eight new generic medication manufacturers began donating
- First orders of medication donated direct from manufacturers
- Launched National Advisory Council
- First Dispensary of Hope charitable formulary is produced

2014
- Received Catholic Health Association’s Prestigious Achievement Citation Award
- Total prescriptions filled by the network - 104,621

8 Manufacturer Donors
104,621 Total Rx filled

Total prescriptions filled by the network - 104,621
Independent study reveals over $2 million savings for every 1,000 Health System patients by reducing ED visits, lengths of stay and inpatient visits.

Launched Pharmacy Services department with clinical pharmacist leadership

Total prescriptions filled by the network – 261,870

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2015

2016

2017

2018

2019

15 Manufacturer Donors

15 total manufacturer donors

Dispensing site volume grows to over 80 sites in 23 states.

Total prescriptions filled by the network - 472,990

17 Manufacturer Donors

17 total manufacturer donors

Discontinued Hope Box program to focus on manufacturer donation

Dispensing site volume grows to 140 sites in 27 states

Total prescriptions filled by the network - 744,731

25 Manufacturer Donors

25 total manufacturer donors

Insulin Access Program developed with Eli Lilly

Hosted Population Health Summit

Dispensing site volume grows to 144 in 30 states

Total prescriptions filled by the network - 1,083,790

27 Manufacturer Donors

27 total manufacturer donors

Dispensing site volume grows to over 200 in 32 states + Washington DC

Total prescriptions filled by the network - 1,117,946

Licensed or approved to dispense medication in all 50 states

Dispensary of Hope hosts the first Southeast Symposium
NATIONAL IMPACT FISCAL YEAR 2019

200+
Total Sites

1.1M
Total Rx Filled

27
Participating Donors

32
Number of States with availability

TOTAL PRESCRIPTIONS FILLED 2008–2019 3,785,948
TOTAL PRESCRIPTIONS FILLED 2008–2019
3,785,948
Medication product portfolios are dynamic and subject to a variety of considerations. Our goal is to have a relationship with every manufacturer who produces medication that our network utilizes.

We serve as a corporate social responsibility partner and supply chain solution for each manufacturer, by providing a secure track and trace compliant environment with the highest level of certification available for a national medication distributor. We coordinate with manufacturers to help them execute existing corporate strategies associated with charitable efforts as well as help them reduce waste.

Establishing relationships in advance of executing on any opportunity is critical. Thus, our model is to assure that each pharmaceutical manufacturer is aware of and engaged with Dispensary of Hope.

In 2019 Dispensary of Hope navigated a very dynamic supply chain environment along with our existing pharmaceutical partners who have shared their generosity and commitment to medication access for all.
ADDING VALUE AND IMPROVING THE HEALTH OF COMMUNITIES

We continue to improve community health. Our partners are sharing the impact of Dispensary of Hope within their population health and patient care journey efforts.

In 2019, we welcomed new non-profit health systems RWJBarnabas Health and the University of Alabama Birmingham Health System. Additional dispensing sites were added through existing relationships with Ascension, Intermountain Healthcare, Trinity Health, Bon Secours Mercy Health, The Harris Center for Mental Health, Volunteers in Medicine, National Association of Free and Charitable Clinics and more.

NATIONAL MEDICATION ACCESS ECOSYSTEM FOR LOW-INCOME AMERICANS

Access to medication not only saves lives but also prevents more-costly acute care episodes. In addition, providing medication without cost for patients who cannot afford it increases medication adherence and improves their quality of life.

Pathways to medication access are delivered through an ecosystem of innovations, programs and collaborations. The Dispensary of Hope national collaborative delivers a unique and fundamental access point for patients in need across the nation. They can receive medication without being burdened by cost, wait periods or geographic proximity to locations that have expanded access via government programs.

<table>
<thead>
<tr>
<th>COST TO PATIENTS</th>
<th>WAIT PERIOD</th>
<th>PATIENT INCOME LEVEL</th>
<th>NO. OF STATES</th>
<th>MOST NEEDED MEDICATIONS</th>
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<tr>
<td><strong>DISPENSARY OF HOPE</strong></td>
<td>$0</td>
<td>NONE</td>
<td># OR BELOW 200%</td>
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<td><strong>MEDICAID EXPANSION</strong></td>
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<td># OR BELOW 139%</td>
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<tr>
<td><strong>OTHER GOVERNMENT PROGRAMS (DSH)</strong></td>
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<td>50</td>
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<tr>
<td><strong>PRESCRIPTION ASSISTANCE</strong></td>
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<td>YES</td>
<td>VARIABLE</td>
<td>50</td>
</tr>
<tr>
<td><strong>DISCOUNT PROGRAMS (VOUCHERS, CARDS, ETC.)</strong></td>
<td>VARIABLE</td>
<td>VARIABLE</td>
<td>VARIABLE</td>
<td>VARIABLE</td>
</tr>
</tbody>
</table>
“I was kind of scared, that I was in a heart attack situation or something major like that. To have the medicine and know that that’s helping me out, it was a huge stress reliever for me.”

– Jim Rolston
“I see Jim for diabetes, that’s probably one of the most common chronic illnesses that we see, and Dispensary of Hope helps him, like they help so many of our other patients, by giving metformin. We see him for other chronic medical issues, his anxiety, his reflux, cholesterol, and again, if I can’t give him his medication, he can’t function, he can’t feel as well as he should.”

- Dr. Mary Brennan Wirshup
Community Volunteers in Medicine

“Dispensary of Hope is fully qualified to take in serialized product, which gives us the advantage of knowing that if medication goes to them it’s going to go through the supply chain and it’s not going to be counterfeit or adulterated product. All of that is important to the supply chain. I trust them. That’s essential.”

- Kevin Fortier
Jubilant Cadista, Pharmaceutical Manufacturer

“I can’t even describe how great it’s been for our patients. With the medications that we have on our shelf from Dispensary of Hope, we’re able to treat patients, their blood pressure, their high cholesterol, their depression—all at no cost to the patients. Now they come back, and they feel respected. They feel valued. Dispensary of Hope has just been a huge part of helping our patients get the best medical care possible.”

- Margaret Muller
Patient Assistance Coordinator at Community Volunteers in Medicine
“At Sun, we aim to make good health affordable and accessible to everyone. We have found it easy to partner with Dispensary of Hope. They have established a high-quality, reputable system that assures our donated medication will reach individuals who are unable to afford it. We are proud to be a supporter of this organization.”

- Stephen Manzano, General Counsel & Corporate Compliance Officer, Sun Pharmaceuticals Industries Inc., Pharmaceutical Manufacturer

“Finding a partner like Dispensary of Hope was really magic. It became a clear path to obtaining medications that we previously were unable to get. Dispensary of Hope, having a formulary that they are constantly working on growing and adding medication is what makes it really special.”

- Maureen Tomoschuk, President and CEO, Community Volunteers in Medicine
“Coming here, getting free medicine, changed my whole life. Thank you, Dispensary of Hope!”

- Valbai Varsani
LOOKING AHEAD

As we enter the last year of our current five-year-plan, we look forward to the journey ahead.

This begins with a new five-year strategic plan and several key elements that are already in progress including: fund development, technology advancement, community-centered medication access and growing our national presence.

PHILANTHROPIC PARTNERSHIPS

We are expanding our philanthropic partnership efforts with the launch of a new department. This new team will support our ambitious goal of expanding medication access to all communities in need and maintaining a sustainable future through mission-aligned partners.

TECHNOLOGY

We will be actively pursuing advancement of technology in the non-profit space. Our commitment includes investments in partnerships, proprietary analytics and integration platforms; with an end goal of improving the use of data within non-profits that share a mission of care for the poor.

COMMUNITY-CENTERED MEDICATION ACCESS

Our efforts will continue evolving toward community-centered medication access as an integral element of efforts around social determinants of health and population health.

Key areas of commitment

- Relationship development with governmental and local health champions
- Advancing community health intelligence and consultation around medication access

NATIONAL PRESENCE

We are excited about the promotion of Dispensary of Hope as a recognized thought leader, advocate for collaborative leadership that empowers industry generosity to advance healthcare access, and an operation that serves the medication needs of the most vulnerable.

Key areas of commitment

- Increase public awareness through strategic events to share success stories
- Generate opportunities for C-Suite leaders to champion Dispensary of Hope as a corporate partner
- Expand brand awareness with increased social presence inclusive of influencer and cause marketing
- Expand research partnerships to include nationally recognized experts
We give special thanks to our partners in this mission. Without their commitment and generosity, Jim, Valbai and many others would suffer physically, financially and emotionally. The profound impact that we share would not be possible without the generosity of our manufacturer donors, network partners and funders.
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