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ABD Scores Near 100% in Annual Satisfaction Surveys

PORTLAND, Maine — March 20, 2017 — Ninety percent of patients responding to an annual survey indicated they were “extremely satisfied” with the care they received in 2016 from Apothecary By Design, a specialty pharmacy serving patients throughout the United States.

In response to 4,091 surveys distributed – the most ever – another 9 percent indicated they were “satisfied” with their care, based on the survey’s five-point scale. This result brings the total portion of respondents expressing satisfaction with their care to 99 percent. In addition, 99 percent indicated they would recommend ABD to others, according to Digital Research Group, the independent research firm that conducted the survey.

The survey explored many qualities of ABD’s pharmacy services, which focus on patients with complex, chronic diseases, such as hepatitis C and rheumatoid arthritis.

At least 95 percent of responding patients were extremely satisfied or satisfied in each of 10 service criteria, including “accessibility of clinicians and responsiveness to issues” and “courteous, professional and knowledgeable staff.” Across all 10 criteria, at least 80 percent of the patients were extremely satisfied.

Satisfaction levels were also measured among subsets of patients, grouped in five clinical categories.

An accompanying survey distributed to healthcare professionals found that 96 percent of those responding would “very likely” recommend ABD to their patients, with 4 percent saying they were “likely” to recommend the pharmacy. All of the responding clinicians indicated ABD’s

services during 2016 were “excellent” or “good” on a five-point scale, with 83 percent grading them “excellent.”

“Apothecary By Design is continually striving to be responsive to patients and healthcare professionals, to better understand their needs – and our annual satisfaction surveys are another example of how we listen,” said ABD President Tom Madden. “We’re honored and deeply gratified that so many of the people we serve clearly value our care.”

The surveys were conducted during December 2016 and January 2017. ABD has commissioned similar surveys each year since 2012.

About Apothecary By Design

Apothecary By Design, a BelHealth Investment Partners portfolio company, is a rapidly growing specialty pharmacy with a high-touch service model and a focus on advocating for patients with complex, chronic diseases. Headquartered in Portland, Maine, with pharmacies there and in the Boston and Chicago areas, ABD provides intensive case management services regionally and nationally to patients with infertility, hepatitis C, HIV, rheumatoid arthritis and other conditions. Through support, education and advocacy, ABD (www.abdrx.com) puts patients on a path toward better health and quality of life.

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CONTACT:

William Hall
Apothecary By Design
whall@abdrx.com
877.814.8447