



**FOR IMMEDIATE RELEASE**

**Patients, Providers Give ABD High Marks in Satisfaction Surveys**

***Specialty Pharmacy Receives Net Promoter Scores of +89, +95***

PORTLAND, Maine, Dec. 21, 2017 — Ninety-nine percent of patients with validated responses to an annual survey were satisfied with the care they received in 2017 from Apothecary By Design, a specialty pharmacy serving patients throughout the United States. And over 89 percent were “extremely satisfied.”

A total of 6,291 ABD patients received the survey – the most ever in the poll’s six-year history. A team of students and faculty from the University of New England College of Pharmacy independently compiled and analyzed the results over the past month.

At least 96 percent of responding patients were extremely satisfied or satisfied in each of 10 service criteria, including “accessibility of clinicians and responsiveness to issues,” “courteous, professional staff,” and “timely delivery of medication.” Across all 10 criteria, at least 83 percent of the patients were extremely satisfied.

Both of these percentages are several points higher than ABD’s 2016 satisfaction results for the same criteria.

In addition, 88 percent of respondents named a member of the ABD team who provided “exceptional service.”

Respondents were also asked to rate on a 0-10 scale their likelihood of recommending ABD to family or friends. Ninety percent of respondents answered with a 9 or 10, the two highest recommendation marks. The results yielded a Net Promoter Score of +89.

(The Net Promoter Score is a cross-industry standard that measures the willingness of customers to recommend a company's products or services on a scale of -100 to +100. Pharmacies typically receive NPS scores of about +30, according to recent surveys, and scores above +50 are usually considered "excellent.")

An accompanying survey of healthcare professionals gave ABD a Net Promoter Score of +95. In that survey, 100 percent of validated responses rated ABD's services as "excellent" or "good" on a five-point scale. And 95 percent gave "excellent" ratings to the pharmacy's coordination of patient care, accessibility of staff, and clinical expertise.

Healthcare professionals also responded with strong words of praise for ABD. Commented one respondent: "Service is unsurpassed. The staff is wonderful. Our patients raved about them. They go above and beyond at all times."

Another respondent simply said, "Your patients love you, and your providers love what you do for our patients."

### **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 chronic, complex diseases. Headquartered in Portland, Maine, ABD provides intensive case management services regionally and nationally to patients with hepatitis C, HIV, rheumatoid arthritis and other conditions. Through support, education and advocacy, ABD ([www.abdrx.com](http://www.abdrx.com)) puts patients on a path toward better health and quality of life.

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