



Consumerism, Technology and You: How Hospitals are Responding to a Changing World.

Filling Gaps In Current Healthcare Models

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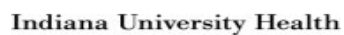
MinuteClinic: Accessible, High Quality, Affordable

- Largest Retail Clinic Provider
 - 2017 1,500 clinics, 60% US have access
- Walk-in Care, 7 Days Per Week/Evenings/Holidays
- Evidence-based Guidelines-Embedded into Epic
- JC Accreditation
- Connect patients with medical home practices
 - Patients with PCP – provider received summary within 24 hours
 - Patients without PCP - receive local resource list of providers
- 95% Highly Satisfied with Provider
- 85% Use Third Party Insurance
- 50% Report No Physician

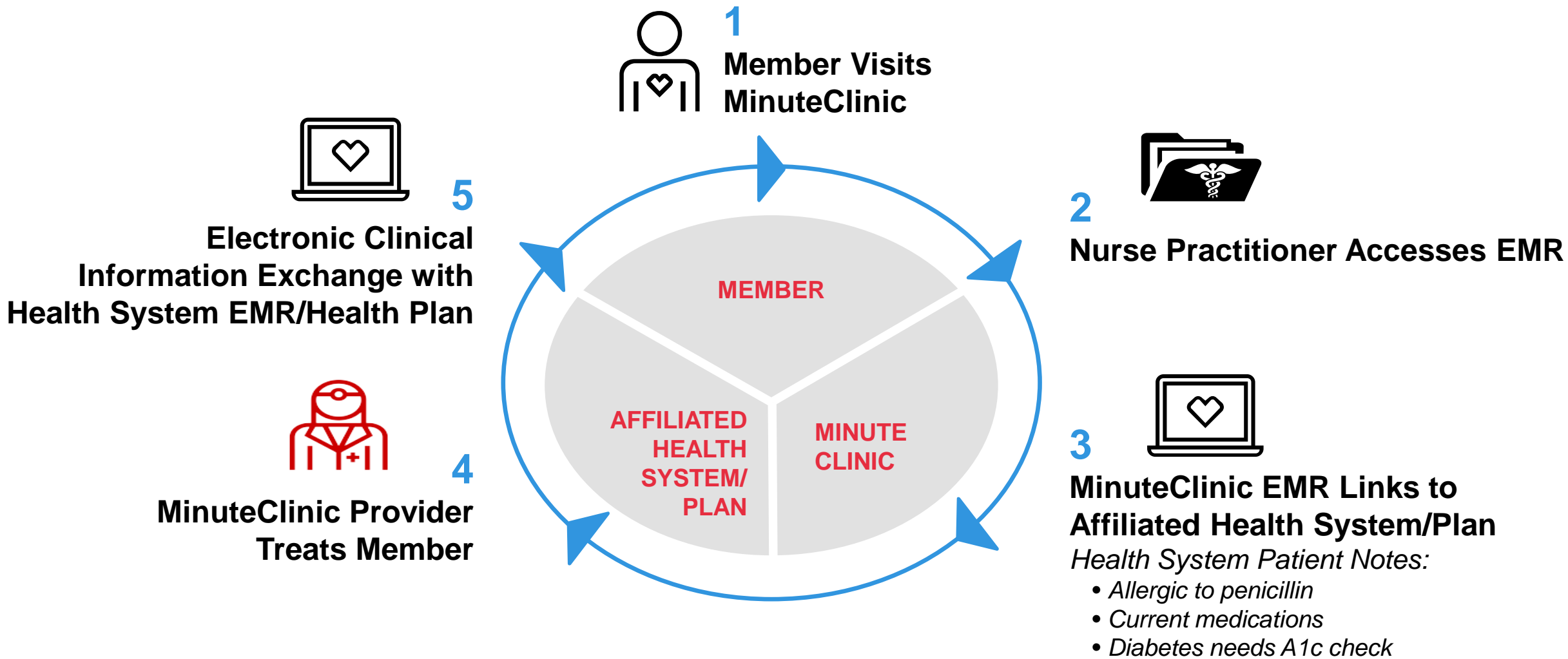


Health System Alliances

EMR integration – Chronic Care and Wellness Programs – ACO and PCMH
Virtual Medical Neighborhood – Pharmacy Care Services

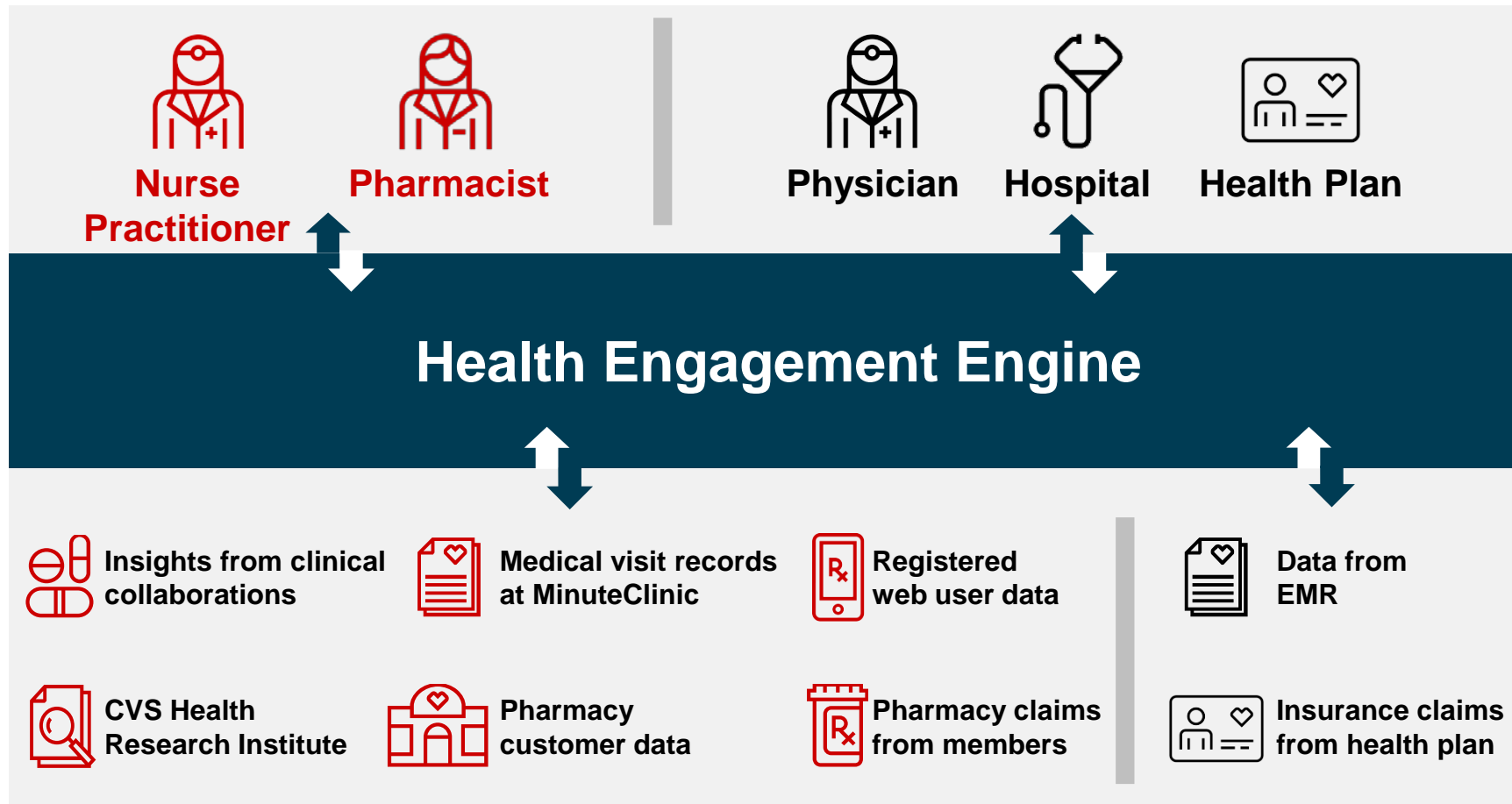


Fully Connected to Promote Most Effective Care



Data sharing is subject to applicable law.

CVSHealth Engagement Engine Connects Our Enterprise and Links CVS to Health Systems



EMR (Electronic Medical Record). All data sharing complies with applicable firewall and privacy laws. Data is only shared in accordance with the law and our agreements with our PBM clients that elect health engagement messaging. In addition to regulatory and contractual considerations, data sharing may also be impacted based on the plan design and programs adopted by the client.

TeleHealth at MinuteClinic®

- Patient visit navigated with licensed vocational nurse (LVN)
- Offsite nurse practitioner (NP) at a MinuteClinic within same state assists LVN serving patient
- Use of peripheral devices allow NP, patient and LVN to see and hear exam
- MinuteClinic evidence-based treatment guidelines help improve clinical outcomes



MinuteClinic Consumer analysis 2014