

Expanding Access to High-Quality Care

Solutions to meet individuals' health care needs.

More than one-third of Americans view access to quality care as the most important health priority in their community¹. CVS Health[®] is connecting patients to quality care locally to achieve their best health.



CVS Health is committed to bringing high-quality care closer to home.



Delivering Quality Care, Locally



Providing the Right Care at the Right Time



Improving Care Coordination and Integration



Delivering Quality Care, Locally

Studies have indicated that American adults receive recommended care only about 55 percent of the time². We're expanding access and improving outcomes by meeting patients in their communities:

1,100 MinuteClinic[®] locations that offer high-quality care

by meeting 180 national clinical standards and receiving full accreditation from the Joint Commission

32 million live counseling sessions delivered by the Pharmacy Advisor program

aimed at improving outcomes through one-on-one pharmacist counseling in-person and through digital apps

900,000 free comprehensive health risk assessments

through Project Health since 2006 – helping to prevent or detect complex diseases earlier



Providing the Right Care at the Right Time

Experts have found that between 13.7% to 27.1% of all ER visits could be treated in a retail or urgent care clinic, where savings could reach upwards of \$4 billion annually³. We're providing reliable care to patients while reducing the need for unnecessary ER visits:

>50% of the population lives within 10 miles of a MinuteClinic

accepting most insurance plans

More than 125 ways to treat patients

with preventive, acute and screening support services at MinuteClinic locations, with weekend and evening hours

Infusion care delivered at 85 Coram locations, 73 ambulatory sites and in the home

bringing high-quality specialty services closer to patients

70% digital engagement among specialty patients

through online tools and mobile applications offered through CVS Specialty[®] to help patients living with complex conditions manage their health



Improving Care Coordination and Integration

Health leaders rank care coordination as one of the biggest challenges for improving population health⁴. We're working to integrate care across the health care team to help patients get the comprehensive support they need:

Engaging in 70 major health system collaborations

that support joint clinical programs and interoperable electronic health records

Integrating real-time benefits at the point-of-prescribing

to support adherence, improve outcomes and lower costs for patients

Connected to the most widely used electronic health records system

through a partnership with Epic, supporting our evidence-based model of medical care

Learn more at cvshealth.com/quality-and-access

¹ <https://www.healthypeople.gov/2020/topics-objectives/topic/Access-to-Health-Services>

² https://www.qualityforum.org/Setting_Priorities/Improving_Healthcare_Quality.aspx

³ <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3412873/>

⁴ <https://www.usa.philips.com/a-w/about/news/archive/standard/news/press/2017/20170215-philips-survey-himss-top-focus-health-it-investments-population-health.html#>