



May 4, 2007

Outpatient Pharmacy Changes at St. Luke's

Background

- Since 1994, California Pacific Medical Center has only been operating inpatient pharmacies. We know to excel as a medical center, so that is where we devote our talent and passion. We also know that others have the experience and expertise to run outpatient pharmacies. That is why in 1994 we made the decision to concentrate our efforts on the inpatient side of pharmacies services and to allow others to provide outpatient pharmacy services to our discharged patients.
- When we merged with St Luke's in January 2007, one of the best practices that we decided to continue was the management of an inpatient pharmacy only.

What's Happening

- We are pleased to announce that effective May 4, 2007, Walgreen's will begin to operate the outpatient pharmacy at the St. Luke's campus. CPMC has a longstanding relationship with on-site Walgreen's outpatient pharmacies at each of the other campuses.
- There will be no interruption of service for patients or physicians.
- The pharmacy will close early at 5:30 pm on May 4, 2007 for inventory and will reopen on Monday, May 7 and will continue its regular operating hours, from 9 am to 6 pm M-F.
- Jeff Wong, PharmD, the pharmacist who has been working at the St. Luke's outpatient pharmacy for the past 4 years, will remain in his role at the pharmacy, now as the Walgreen's manager.
- Two employees have been reassigned to positions in the inpatient pharmacy at St. Luke's based upon their seniority.
- Other impacted employees have been offered interviews with Walgreen's or Human Resources services to find other positions with CPMC or with other Sutter Health affiliates.
- We have been as collaborative as possible with SEIU-UHW, including offering severance not contractually required and giving unionized staff placement opportunities beyond what is required in the collective bargaining agreement. Since the number of employees affected is very small and because of the large lead time in becoming adjusted to the impending change, they were able to consider other options.

Impact on Services

- With Walgreen's operating the outpatient pharmacy, we are confident that patients will experience a high level of care that is tailored to each patient's unique needs. Walgreen's has a singular focus on outpatient pharmacy services and we believe that this is strength.
- Walgreen's at the St. Luke's Campus will offer a wide range of services to help make filling professional and streamlined:
 - Their full-service pharmacy features a comprehensive inventory of medications.
 - Patients have multiple options for getting prescriptions: pickup at the Walgreen's on site or at *any* of the 5,600-plus Walgreen's nationwide, or through mail delivery (with the exclusion of the drugs on the nominal charge program list).
 - Refills may be requested via telephone, in person or online 24 hours a day.
 - Insurance benefits will be coordinated from most types of health plans.
- To help make the transition as seamless as possible, in the short term St. Luke's physicians may continue to call the old pharmacy number (641-6950) and it will roll over to the Walgreen's telephone number.

Contact Information

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