Pharmacist-Led Transition Services to Avoid Costly Readmissions

April 29, 2009

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- Based in Needham, MA
- Dovetail has been in business for over 5 years
- Delivering turnkey health and medication management programs for providers, payers and other organizations
  - In-Home Chronic Care (ongoing coaching and management)
  - Transition Management (30 day post-discharge support)
- What is Dovetail?
  - An extraordinary health service that joins physicians, family, and other caregivers to ensure that patients receive the personalized health, medication and transition support they need to remain safe and avoid hospitalizations

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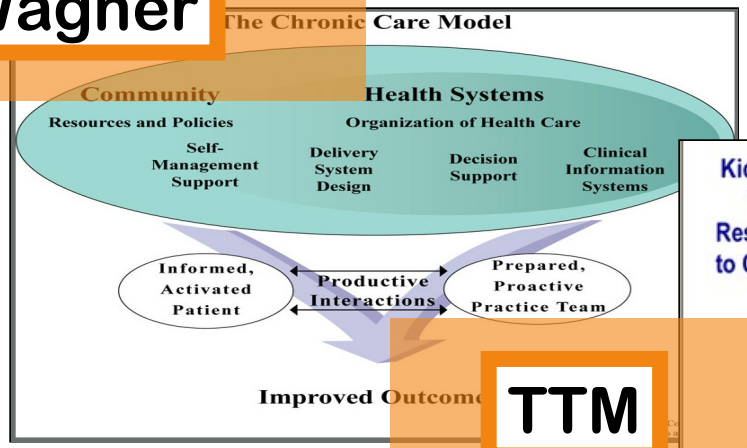
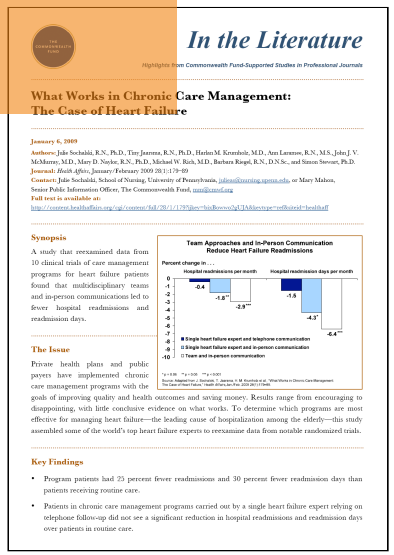
Industry champions have built proven care models

Wagner



Naylor



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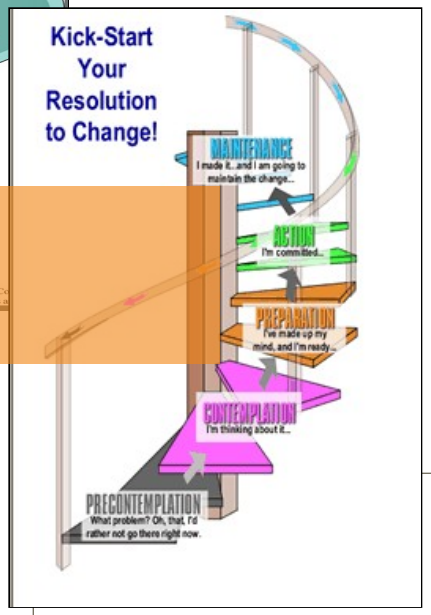

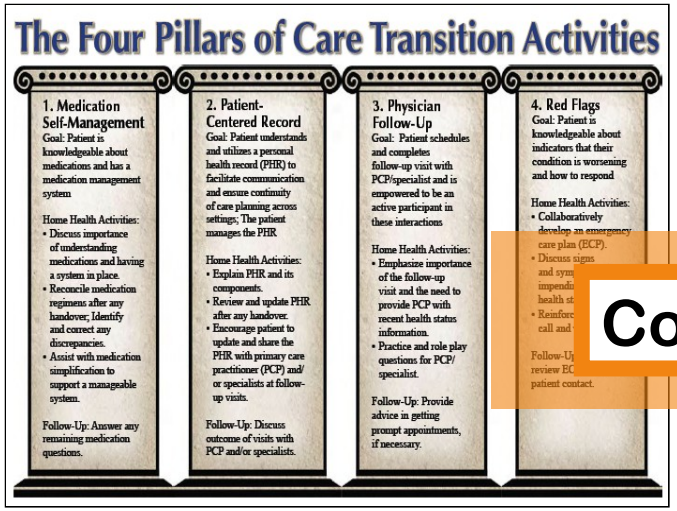

Coleman

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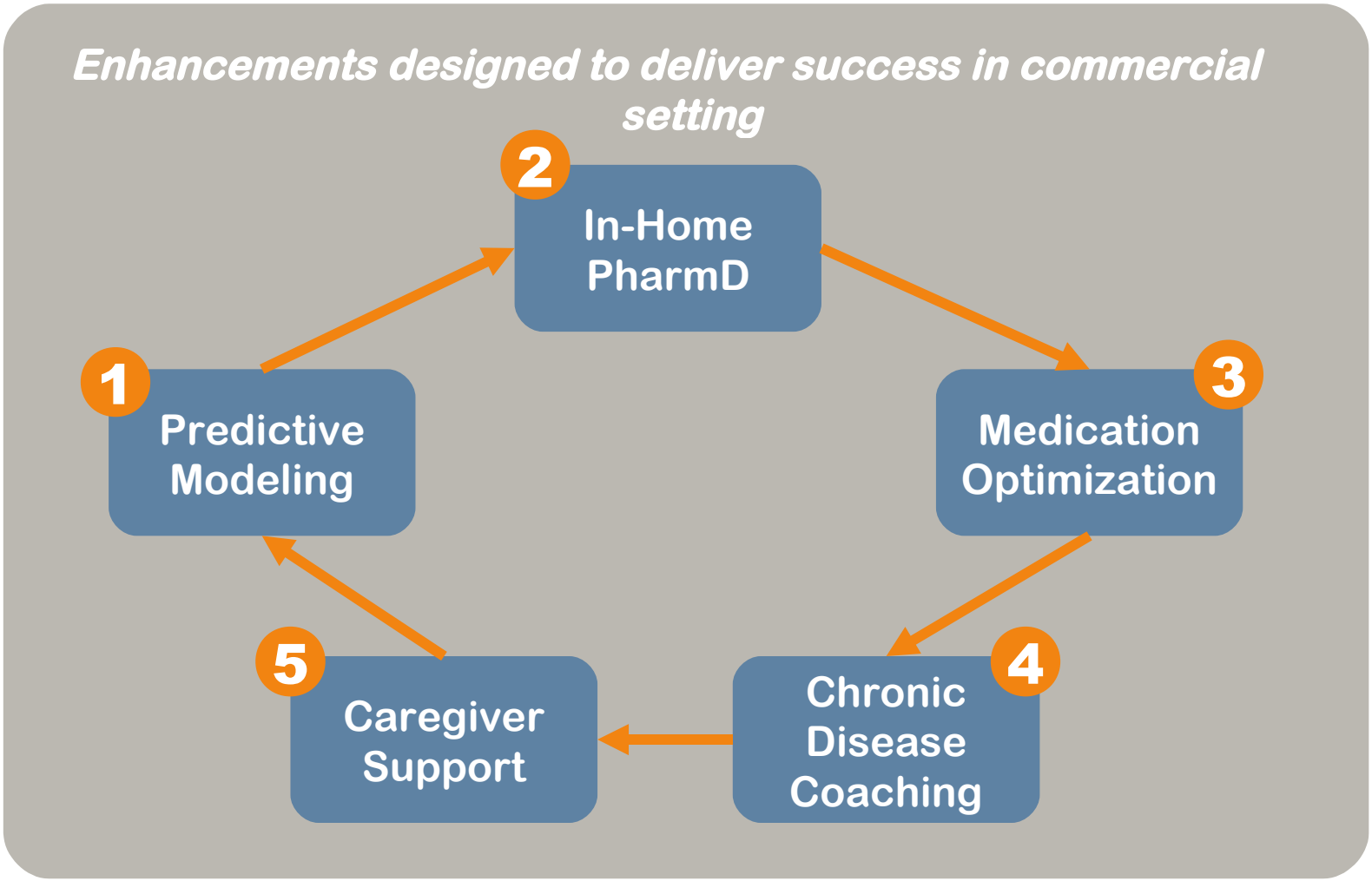
Dovetail's transition program operationalizes best practices



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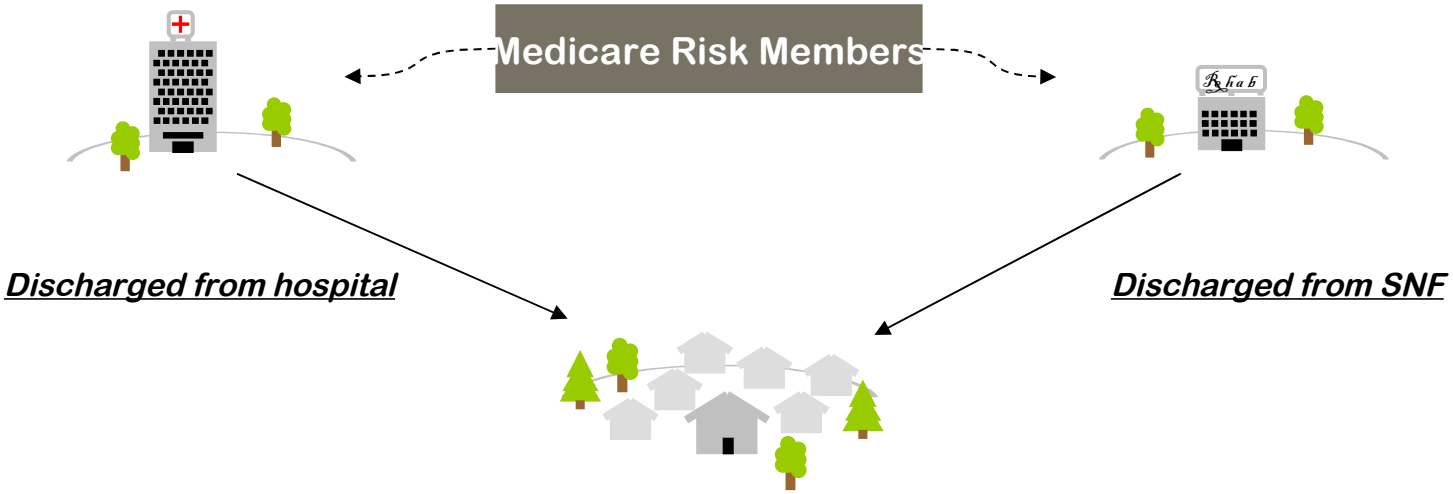
Dovetail's clinical program



After being identified as high-risk for re-admission patients receive the following services over a 30 day period:

- Dedicated transition team led by PharmD, with support from Nurse Care Manager and Transition Care Coordinator
- In-home visit by a PharmD (and RN as needed) to reconcile and optimize prescription and over the counter medications
- Personalized chronic illness coaching to ensure patient is knowledgeable about health management
- Ongoing telephonic management with the transition team to monitor progress and answer questions
- Focus on timely PCP visit, including preparation of health and medication report and questions to ask their doctor
- Referrals to support services as required: i.e. wellness programs, OT/PT services, and other provider resources

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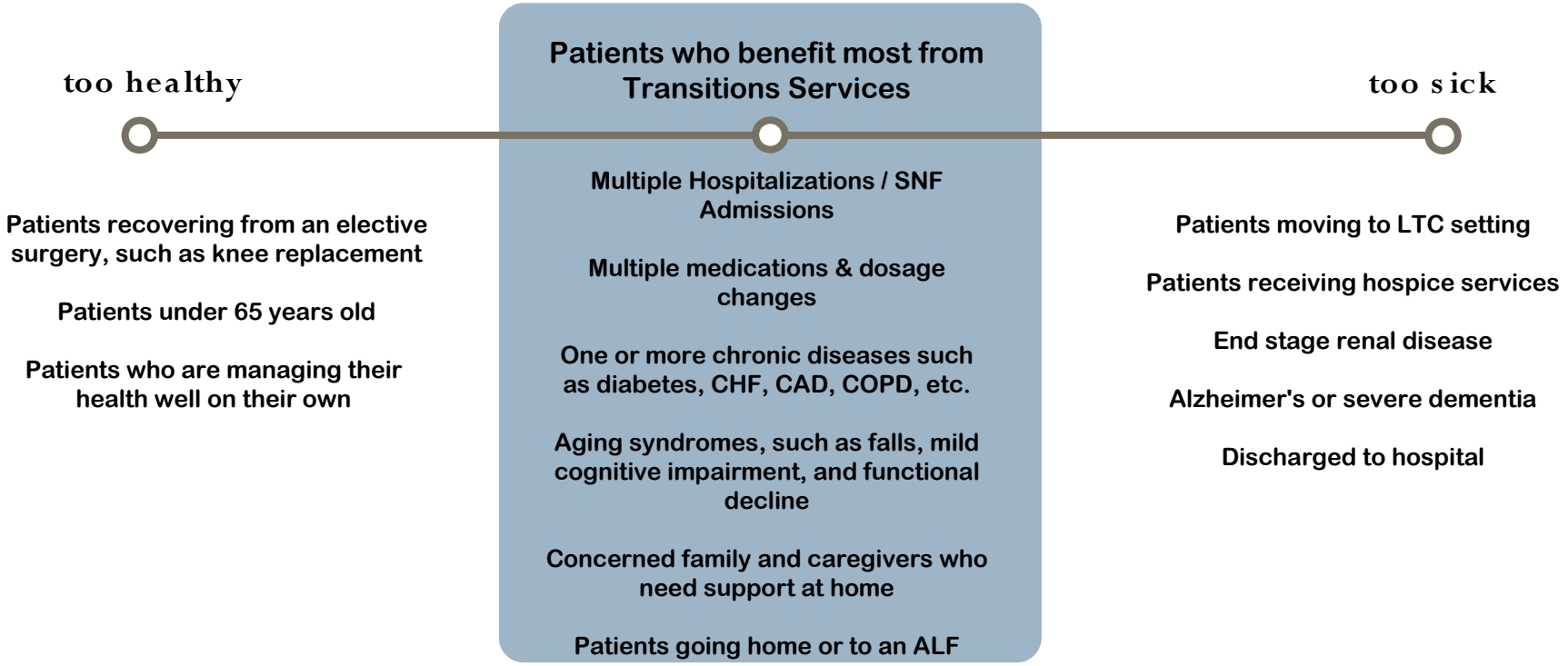
Selecting the right patients to ensure return on investment



Dovetail 30-Day Transition Program

Self-Management ***Partner Programs*** ***In-Home Chronic Care***

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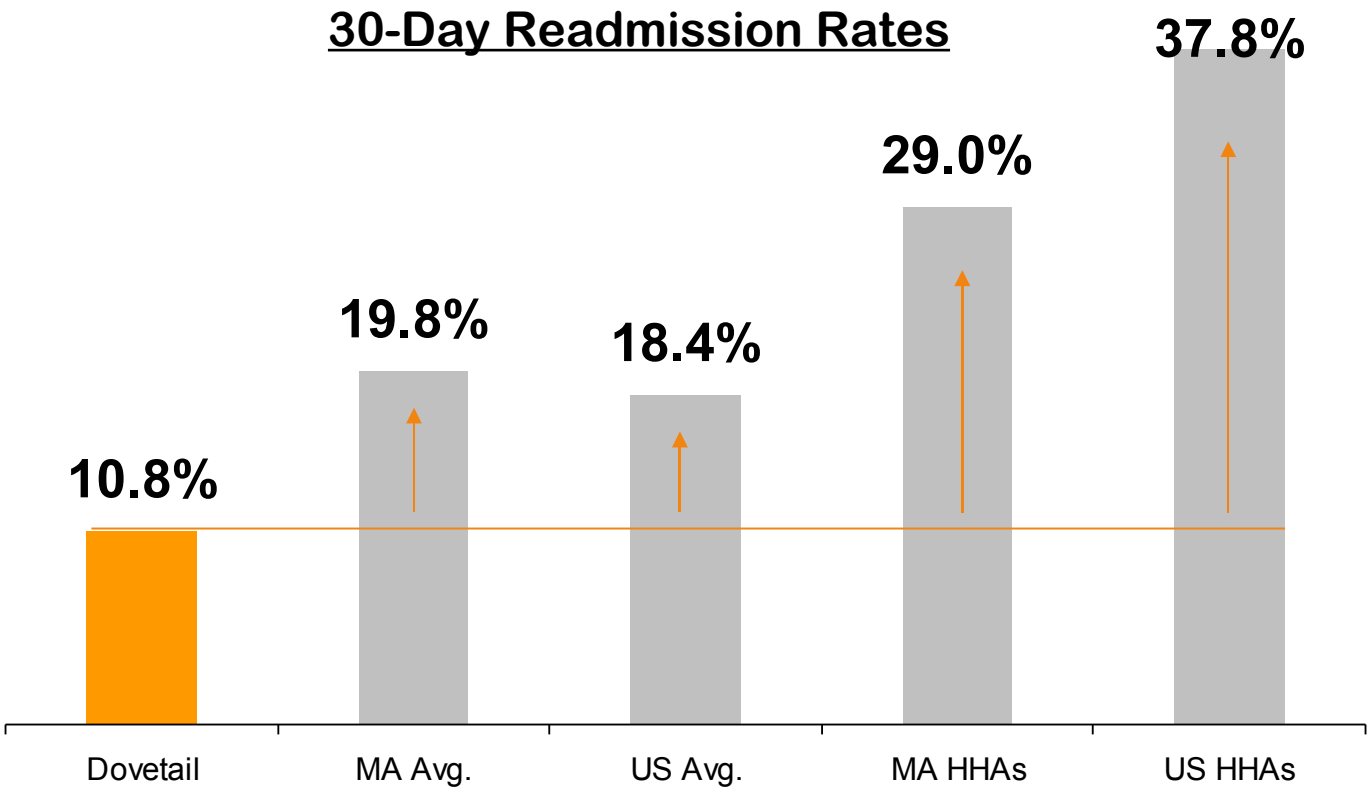
Delivering unmatched outcomes



76% of Dovetail patients have medication reconciliation issues

87% of Dovetail patients have medication adherence issues