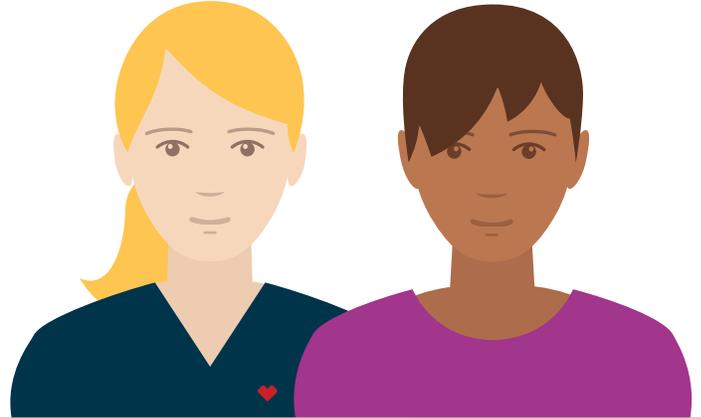


The Coram Quality Difference

High Quality Patient Care is at the Heart of What We Do

Coram, a CVS Health company, has more than 35 years of experience delivering nutrition and infusion therapies, education and support services to more than 50,000 patients each month with a range of conditions including immune deficiencies, neurological disorders, digestive diseases and serious infections.



The Coram team of experienced infusion nurses, board-certified dietitians, clinical pharmacists and technicians is known for their skill, knowledge, compassion and commitment to patients. Our clinicians have advanced practice certifications and tenured experience in infusion, nutrition, oncology, pediatrics and transplant.

Coram provides an array of comprehensive services at any point in a patient's journey, whether it's safely discharging from hospital to home or securing high-quality, lower-cost home infusion services for specialty medications.

Results and Recognition

Coram has a significantly lower all-cause unplanned 30-day readmission rate than the national average.

| | Coram ¹ | National Average ^{2,3} |
|---|--------------------|---------------------------------|
| Unplanned Patient Readmission Rates, All Cause, Less than 30 Days After Start of Care | <7.9% | 15.3% |
| Combined Infection Rate per 1,000 Catheter Days | .10 | .45 |

**>95 percent
patient satisfaction
rating for seven
consecutive years***

We share all our results — all-cause unplanned 30-day readmissions, as well as infection rates — with hospital providers and payors for transparency and accountability.



Coram has earned The Joint Commission's Gold Seal of Approval® for Home Care Accreditation for the third time by demonstrating continuous compliance with its performance standards. Valid for up to a three-year period, the Gold Seal of Approval is a symbol of quality that reflects Coram's commitment to providing safe and effective care.

Reducing the Possibility of Complications

Our clinicians follow a comprehensive set of strategies, which helps ensure a safe and successful home infusion experience for all patients.

Helping Prevent Readmissions

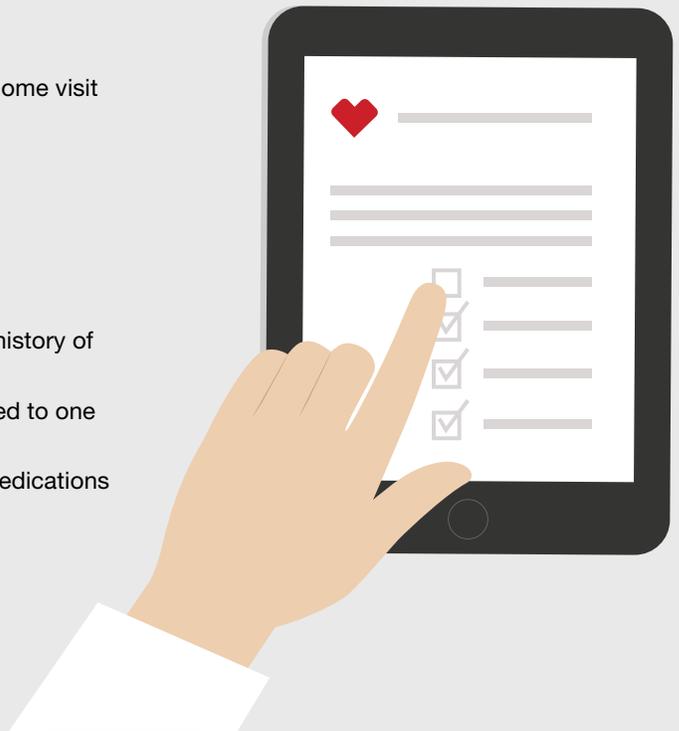
- Patient assessment at the hospital bedside and during the first home visit
- Individualized risk-based interventions
- Multi-modal patient and caregiver education
- In-home comprehensive medication review and reconciliation

Helping Prevent Infusion Reactions

- Patients are carefully pre-screened for medication allergies and history of infusion reactions before the start of care
- High-risk patients undergo additional screening and are redirected to one of our 72 ambulatory infusion suites, if necessary
- Our nurses have access to acute infusion reaction emergency medications during infusion administration

Helping Prevent Catheter Complications

- Evidence-based clinical policies, including novel catheter care technology for certain high-risk therapies



Pharmacy Quality Program

In addition to following stringent discharge-to-home and patient pre-screening practices, Coram also implemented a Pharmacy Quality Program as part of an ongoing effort to ensure the highest quality patient care. The program includes enhanced safety, quality and testing standards that exceed the industry benchmark to ensure optimal performance at all of our sterile compounding pharmacies nationwide.

Guidelines within the program that help ensure that we surpass USP 797 requirements include:

- ✓ Mandatory sterile garb for all cleanroom staff
- ✓ Quality management programs for each pharmacy's cleanroom
- ✓ 24/7 remote monitoring of temperature, pressure, and humidity in the cleanroom
- ✓ More frequent environmental testing and surface sampling
- ✓ The ability to centrally process environmental samples in our own microbiology lab to aid in trending data to help ensure cleanroom performance



Patients count on us every day to keep them safe. By adhering to standards that not only meet but exceed the industry norm, we can help ensure that patients are receiving the highest quality care to help keep them on the path to better health.

1. Coram National Home Infusion Results, January-December 2017.

2. Centers for Medicare & Medicaid Services, <https://data.medicare.gov/Hospital-Compare/Unplanned-Hospital-Visits-National/cvcs-xecj>, accessed May 8, 2018.

3. Moureau N, et al. Central venous catheters in home infusion care: outcomes analysis in 50,470 patients. J Vasc Interv Radiol. 2002 Oct;13(10):1009-16. *Per 1,000 catheter days.

*In independently conducted surveys by Press Ganey

This page contains trademarks or registered trademarks of CVS Pharmacy, Inc. and/or one of its affiliates.