



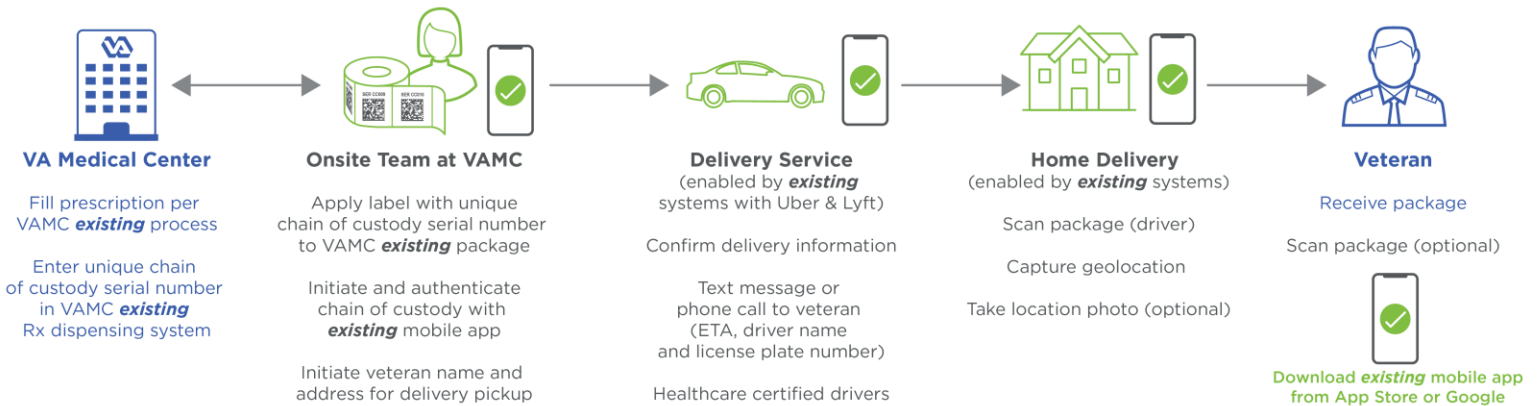
"VA MEDS NOW" Secure Same-Day Delivery Service for Vulnerable Veterans in COVID-19 Hotspots

Why does this matter?

- Veterans should not travel to VAMC Outpatient Pharmacies during shelter-at-home & quarantine period – veterans will benefit from same-day delivery of medications & supplies
- Veterans with **life sustaining** disease states need select medicines and supplies same day
- Examples of medications & supplies that may require same-day delivery: Antiarrhythmics, Antibiotics, Antivirals, Antifungals, Heme/Onc, Ventricular Assist Device Protocol Kits
- Home delivery protects veterans, caregivers, and VAMC patients & staff
- Aligns with increased veteran Telehealth appointments
- Complements existing **VA Consolidated Mail Order Pharmacy (CMOP)** USPS mail or overnight delivery
- Ensures timely medication delivery during anticipated mail/overnight transportation delays during the crisis – 1-day delay can be life threatening to a veteran
- **Delivery of critical diagnostic and treatment devices**

MEDS NOW DELIVERY - SECURED & AUDITABLE VAMCs COVID-19 "Hotspots"

Lifesaving Medicines, Medical Supplies & Testing



Existing traceability platform for capturing auditable chain of custody information & data storage

Uniquely addressing same-day prescription delivery service during COVID-19 outbreak
Excellis Health Solutions provides a risk reduction response to the **COVID-19 outbreak** that will enable a veteran to fill their prescription digitally and receive prescriptions securely, keeping veterans **at home, safe and compliant with CDC guidelines**. Covert technology, authentication and same-day delivery consolidated through Excellis enables this secure, turn-key service.

VAMC COVID-19 “HOTSPOTS”



“VA Meds Now” delivery service is a ‘turn-key’ full-service offering which includes:

- **4-week go-live for 10 “hotspot” VAMCs – with STAT roll-out to other VAMCs**
- Existing, tested capabilities with rapid implementation
- **Cloud-based software** with robust security for transactions and data storage
- **Secure e-Fingerprinting for digital authentication and package traceability**
- **Real-time veteran notification regarding** time of delivery arrival, driver name & vehicle license plate
- **On-site team members handle all aspects of service** – ensures VAMC staff continue focus on providing veteran care
- One-call for 24-hour – 7-day a week support



e-Fingerprint®: Technology utilized to covertly use a barcode to create a **unique and traceable identifier** that is stored securely in the cloud for digital traceability and authentication. Barcoded e-Fingerprint labels ensure privacy of veteran information.



Interoperable with existing driving service and secured technology: Connectivity layer ensures that necessary **veteran and prescription information is private and secure.**



VA Outpatient Pharmacy: Once prescription is filled, *the on-site* team member picks up Rx packaged from Outpatient pharmacy and affixes and scans the e-Fingerprint label onto the outside of the veteran’s Rx package, initiates delivery service with pickup and drop-off location. **Origination and destination geo-location data is associated with the unique identifier.**



Trusted Delivery Service: Driver picks up veteran’s Rx package, scans the e-Fingerprint label to confirming geo-location of package origination. **Driver ID is now also associated with the unique identifier.**



Veteran Home Delivery: When veteran’s Rx package is delivered, the driver scans e-Fingerprint label, and takes picture of destination (optional), which **authenticates end of route and confirms geo-location of package destination.**



Veteran Confirmation & Engagement (future option): Veterans can scan and authenticate prescriptions delivery using the existing mobile app. This opens the door for **real-time engagement** as well. With a simple scan, veterans are instantly connected with information about the product and can engage with providers.

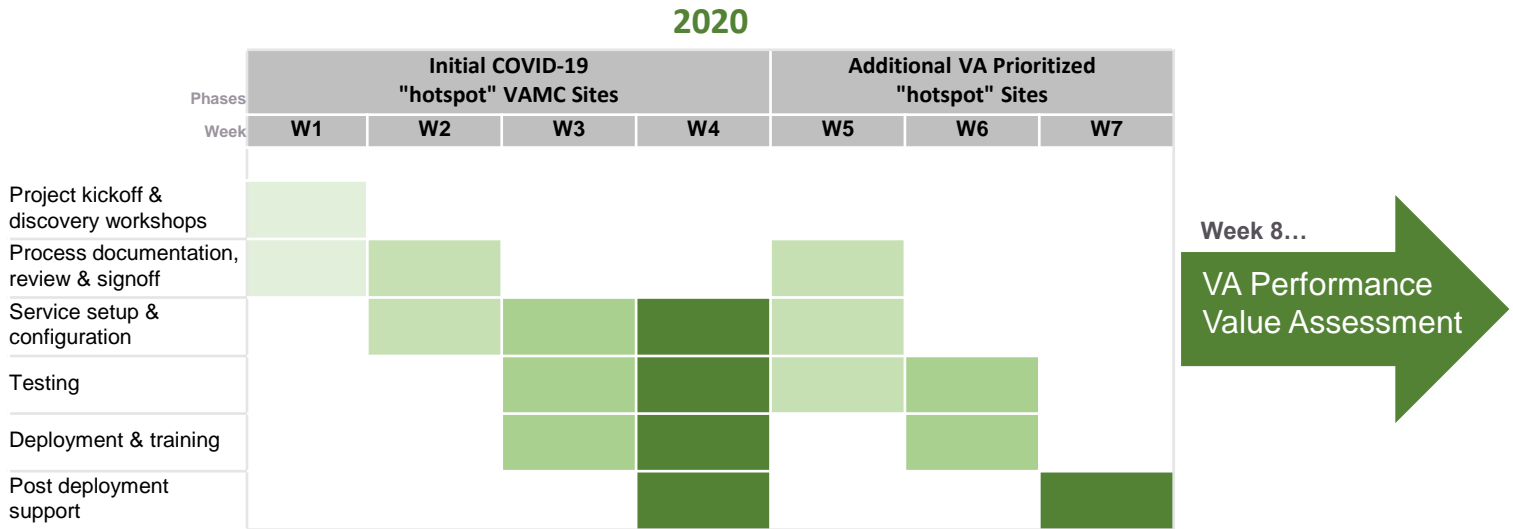
FILLING THE PRESCRIPTION GAP FOR OUR VETERANS



Secure digital authentication, real-time chain of custody, roll-out training and support services

"VA MEDS NOW" Secure Same-Day Delivery Service for Vulnerable Veterans in COVID-19 Hotspots

Proposed Timeline



Initial COVID-19 "hotspot" VAMC Sites

4-week go-live at 10 VAMC sites (min. 5 sites)

VAMC COVID Hotspots [determined by VA]

Additional VA Prioritized "hotspot" Sites

3-week go-live for Additional VAMC sites

VAMC COVID Hotspots [determined by VA]

VA Performance Value Assessment

Post COVID "hotspot" deployment,

VA evaluates value performance for broader roll-out

*Possible VAMC Sites in "hotspot" areas based on number of positive COVID-19 cases:

- **New York:**
 - Brooklyn VA Medical Center
 - Manhattan VA Medical Center
 - St. Albans VA Medical Center
- **New Jersey:**
 - East Orange VA Medical Center
 - Lyons VA Medical Center
- **Washington:**
 - Seattle VA Medical Center
 - American Lake VA Medical Center
- **California**
 - San Francisco VA Medical Center
 - West Los Angeles VA Medical Center
- **Louisiana**
 - New Orleans VA Medical Center
- **Florida**
 - Lake City VA Medical Center, Jacksonville
 - Malcom Randall VA Medical Center
 - Orlando VA Medical Center
- **Illinois**
- **Michigan**
- **Connecticut**

Digital transformation delivers superior digital customer service by simplifying the veteran experience through digital platforms that achieve the highest levels of **customer service, effectiveness, and ease of use.**

~ VA Office of Information and Technology's www.oit.va.gov