



A new collaboration to help people living with chronic inflammatory conditions

Walgreens and AllianceRx Walgreens Prime are proud to announce a new collaboration with the Global Healthy Living Foundation (GHLF). The collaboration is focused on helping people living with inflammatory conditions, such as rheumatoid arthritis, Crohn's disease and psoriasis, better manage their conditions. Together, Walgreens, AllianceRx Walgreens Prime and GHLF are working to:

- Leverage condition-specific knowledge between organizations to heighten patient support
- Focus on advancing the patient-pharmacist relationship
- Build awareness around inflammatory conditions and ensure patients are able to access information and resources relevant to their conditions

Patient engagement

Initially, Walgreens and AllianceRx Walgreens Prime will work with CreakyJoints.org, a GHLF patient community and advocacy group, to educate patients about how they can best benefit from working with their pharmacists. Pharmacists have a major role in helping patients access prescribed medications, manage insurance roadblocks, get symptom relief sooner and achieve long-term remission of their conditions.

Pharmacist training

Together the companies will provide enhanced training for pharmacists at 31 select Walgreens community-based specialty pharmacies, as well as AllianceRx Walgreens Prime central specialty locations, to help patients navigate their inflammatory conditions. Designated as specialized pharmacies for inflammatory conditions, all of these locations will offer unique resources for patients.

Moving forward

Walgreens and AllianceRx Walgreens Prime, working together with GHLF, will continue to develop new programs that strive to improve medication adherence, reduce side effects and interactions and provide symptom relief for patients.

To learn more about the collaboration, visit ghlf.org/Walgreens.





CreakyJoints and Walgreens Partnership Activities for Arthritis Awareness Month

CreakyJoints and Walgreens believe that the pharmacy is a valuable but underutilized resource for arthritis patients and caregivers. Our successful collaboration aims to train pharmacy employees to engage the arthritis patient community to ensure that patients can utilize the pharmacy as a trusted health care provider.

The Opportunity

Walgreens uses an internal newsletter platform to provide education and resources to its pharmacists, pharmacy managers, pharmacy technicians, and others. For Arthritis Awareness Month, we teamed up to address a crucial unmet need:

How do we help pharmacy employees better understand what it's like to live with arthritis — from the patients' perspective?

The Solution

With two decades of experience providing support and resources to increase understanding and empathy around arthritis and related chronic disease, CreakyJoints was poised to creatively and effectively engage Walgreens employees.

We developed a custom email newsletter with an accompanying landing page at CreakyJoints.org/Walgreens to provide:

- Fast facts about arthritis created specifically for the Alliance Rx Walgreens Prime team
- CreakyJoints membership for Alliance Rx Walgreens Prime employees
- Custom content about disease burden, support, and empathy
- Access to free downloadable Patient Guidelines for managing arthritis



What You Can Do to Help People with Arthritis



Walgreens has partnered with CreakyJoints, a nonprofit patient community, to share these patient-centered tips to better serve people living with arthritis.

- 1 Know that arthritis is often an invisible illness.** Patients may look perfectly healthy on the outside. Just because someone doesn't look disabled doesn't mean they're not experiencing pain or other symptoms. Stigma in the arthritis community is very real and takes a toll on patients' mental health and mood.
- 2 Arthritis is much more than just joint pain and stiffness.** Fatigue and difficulty sleeping are common with many types of arthritis. Mental health issues such as depression and anxiety frequently accompany arthritis. Inflammatory types of arthritis have many significant comorbidities, such as heart disease, kidney disease, lung disease, and others. This means that patients with arthritis may require multiple medications to manage their overall health and can benefit from a relationship with a pharmacist who understand the stress and confusion that comorbidities can cause.
- 3 Arthritis treatment often requires trial and error.** Arthritis is a chronic, progressive, often degenerative disease, so treatment plans are constantly changing. Every time a patient starts a new medication, they will have concerns and questions about side effects and how to take their medication safely. Even if someone has had arthritis for years, each time they start a new drug, they may feel like they're back at square one and in need of knowledge and support.
- 4 Being patient, kind, and concerned can go a long way.** Arthritis patients use a lot of health care services. They may see several specialists, need physical or occupational therapy, and take multiple medications, which can mean lots of time on the phone or in a waiting room, which can be frustrating. You can be the supportive, caring bright spot in someone's day. Advocating for your patients can help alleviate the burden and isolation some patients feel.
- 5 Arthritis can make everyday tasks very difficult.** If there are easy-open pill bottles or assistive devices that you feel can help let your patients know. Ask a person if they have troubling with daily tasks and offer suggestions that might help.
- 6 Stay connected. [Join for free, the CreakyJoints community](#)** for ongoing information and updates on managing arthritis and a monthly newsletter. There are other opportunities to get involved and to support the arthritis patient community — and yourself!

Questions/feedback? Ask the Retail Hub: *pharmacy > specialized disease state > inflammatory conditions*

Updated: May 2019



Resources for Understanding Arthritis



As part of its mission to provide free education and support to those living with arthritis, the nonprofit patient community CreakyJoints regularly publishes content on its web site to help people cope with the ways arthritis impacts their lives. These popular resources may help you better understand the burden of disease:

- ▣ [Arthritis Flares: What They Feel Like and How to Treat Them](#)
- ▣ [Things You Should Never Say to Someone with Rheumatoid Arthritis](#)
- ▣ [How Everyday Tasks Are Different When You Have Arthritis](#)
- ▣ [What Getting Diagnosed with Arthritis Feels Like](#)
- ▣ [What Arthritis Patients Wish Rheumatologists Knew](#)

Trusted Resources: Patient Guidelines

CreakyJoints Patient Guidelines are medically reviewed, patient-vetted resources for managing disease and understanding treatment options. The Patient Guidelines translate the clinical guidelines that health care providers use into everyday language for patients and caregivers. These can improve your own knowledge of different kinds of arthritis and you can also recommend them to patients seeking more information. Think of these as the ultimate guide for living with arthritis, available for free download.

- ▣ [Rheumatoid Arthritis Patient Guidelines](#)
- ▣ [Osteoarthritis Patient Guidelines](#)
- ▣ [Sjögren Patient Guidelines](#)
- ▣ [See all Patient Guidelines](#)

Questions/feedback? Ask the Retail Hub: *pharmacy > specialized disease state > inflammatory conditions*

For more information about managing arthritis, visit creakyjoints.org.

Updated: May 2019

Pharmacy Managers,

When you think of arthritis, you may think of achy joints and over-the-counter pain medication. But CreakyJoints, the 20-year-old patient community that is part of the nonprofit Global Healthy Living Foundation and Walgreens collaborator, know firsthand that arthritis is much more than that. The more than 100 different kinds of arthritis can cause significant pain, fatigue, and problems maintaining daily functioning. Some like osteoarthritis are mechanical in nature; others like rheumatoid arthritis and spondylitis are inflammatory or autoimmune in nature.

What you need to know:

- Many patients consider their arthritis to be an "invisible" illness, where people on the outside don't understand how much they are hurting or the degree to which their lives are impacted by arthritis.
- That's why this **May, Arthritis Awareness Month**, CreakyJoints launched their "[As NOT Seen on TV](#)" campaign: to encourage arthritis patients to share with our community and the world their real-life reality of living with chronic disease — not just what we see on TV or on social media.
- The hundreds of responses received so far have been powerful and eye-opening. [Reading some of the most impactful responses](#) may help you in your work at
- Walgreens when you engage with patients and their families.

How you can support:

1. Take the time to understand the basics of arthritis — for example, the fact that osteoarthritis and inflammatory arthritis like rheumatoid arthritis are very different diseases, that arthritis treatment often requires disease-modifying medication with serious side effects, and that challenges with insurance coverage are very stressful for patients. The more you can sympathize with what patients are going through, the more you can help them start to feel better. Here are some tips to get you started, for more detail visit www.creakyjoints.org/walgreens.
2. Print & review the resources the support tools below and share it with your team in your next 5 Minute Meeting:
 - ▣ [What You Can Do to Help People with Arthritis](#)
 - ▣ [Resources for Better Understanding Arthritis](#)
3. Post the resources in the pharmacy to be able to quickly refer to them in your everyday practice.

Questions/feedback:

Share your questions and feedback via [ask the retail hub: pharmacy > specialized disease state > inflammatory conditions](#)

By marking this COMPASS complete, you acknowledge that you have reviewed this information about Arthritis Awareness Month, have printed the support tools above, and have shared them with your team in a 5MM.

The Results

After one week:

8,400+

Walgreens stores' managers were required to read and discuss the newsletter with their teams

500+

visits to CreakyJoints from Walgreens employees