



**Fact:** Some studies show many patients do not take their professional-level medications and supplements correctly or as part of an ongoing lifestyle commitment.

Services designed to meet the support and adherence needs of Bariatric Surgery Patients are **CRITICAL**.

Bariatric Advantage offers adherence building programs to ensure patients, and their medical support team, maximize the benefits of their therapies.

How?

The science

To help minimize deficiencies

- Without adherence to the prescribed regimens, the results of the therapies will be diminished
- Costs escalate if regimens are not followed
- Monitoring at-risk patients helps patients, their families, and their medical providers
- Support Center of Excellence Requirements

The patients

To help maximize outcomes

- Motivate and engage patients with several types of programs and access-to-assistance venues.
  - Reminder systems
  - Automatic refill systems
  - Rewards program
  - Live customer care
  - Web-based services
  - Product usage tracking systems for patients (and professionals)

*Services and support programs to ensure maximum benefits from therapies*

## Automatic Refill

### **Automatic Re-Order (ARO) service**

- Save time – Save money – Ensure better health
- Free enrollment online
- Free shipping as program member
- Receive double Advantage Rewards
- Changes and modifications at no cost
- Cancel after six months at no cost



### **Advantage Rewards Program**

- Build points – Enjoy rewards
- Points accrued through online or phone purchases, referrals, and participation online in blogs and websites
- Use for future product purchases



### **Live Customer Care**

- Call center service center to answer questions, obtain information, order products, and speak to professionals



### **Web-based services**

- Website blog with articles and updates for nutritional information and facts
- Submit questions online to receive email reply
- Order products and view Rewards balance



### **Tracking**

- Tracks order and sales history by patient and account.
- Maintains account database to ensure best-practices regimen control and follow up.

ADHERENCE