

**Award:** Elsie Field Health Care Provider

**Recipient:** Complete Care Pharmacy (Champaign)

**Presenter:** Adani Sanchez

Good Evening, my name is Adani Sanchez, client services coordinator at CCHCC. I am so excited to finally have a platform upon which I can extol the virtues of Complete Care Pharmacy without reserve. The Elsie Field Health Care Provider Award recognizes outstanding service and dedication to quality health care for everyone and today I am honored to present this award to Complete Care Pharmacy.

Complete Care in Champaign is operated by local pharmacists. They are one of two pharmacies that accept our checks for our prescription assistance program. They have accessible hours. And they have some of the best prices in town.

A company can do all these things and be successful, but only people can be outstanding and dedicated. And that's what makes Complete Care different-- Sherri, Janet, Matt, everyone that has ever picked up the phone there has gone out of their way to help our clients. When one client displayed some worrying behavior while picking up his prescriptions, the pharmacist shared those concerns with us, taking a personal interest in the client's wellbeing. Another client could not remember which of her prescriptions needed to be filled. Complete Care helped with that, too-- doing all the legwork over multiple phone calls. We were able to figure exactly which prescriptions were current because of the pharmacist's detective work.

When a client's pending medical card application prevented him from being able to afford his expensive medication, the pharmacist talked me through potential courses of action. We could keep waiting, but that would mean interrupting treatment for the client. The pharmacist suggested that in this special circumstance, they would be able to provide part of the prescription for part of the price. It was something we could afford and would buy the client more time for his medical card to be processed.

And I could keep going! Since late 2013, when the Health Justice Fund was created to help with prescription drug costs for low-income clients, Complete Care has helped us with over 200 prescriptions. They have called pharmacies all over the state (and the country!) to transfer prescriptions, sat on the line with me as I tried to figure out whether or not a client had active health insurance, and answered all of my questions with the utmost respect and patience.

This effort does not falter when clients get to the pharmacy, some of our clients have moved all their prescriptions to Complete Care after only one encounter because they

have never had such a positive experience with a pharmacy. Every customer is treated with respect regardless of his or her insurance status. Any follow-up appointments usually include the client taking a moment to celebrate Complete Care's work, sentiments which I am very happy to echo.

For all that outstanding work, for all that dedication, and for still answering my phone calls, thank you. Our community is fortunate to have you here, and I am honored to present you with the Elsie Field Health Care Provider Award.