




PACHC Memo 16-02
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Senior Management

April 4, 2016

TO: Chief Executive Officers of Pennsylvania Community Health Centers  and Rural Health Clinics

FROM: Cheri Rinehart, President & CEO

SUBJECT: Direct Relief

SUMMARY: [Direct Relief](#) is a humanitarian aid organization, active in all 50 states and 70 countries, with a mission to improve the health and lives of people affected by poverty or emergencies. Currently, only five Pennsylvania health centers are participating as a partner in the program. The value of the support those health centers received in the past year from Direct Relief totaled more than \$150,000. PACHC would like to see more health centers benefit from a partnership with this organization that works directly with the National Association of Community Health Centers (NACHC), the National Association of Free and Charitable Clinics and other clinic and health center associations to support health facilities that provide care to uninsured and underserved patients.

BACKGROUND: In 2004, Direct Relief launched a program to improve the health of vulnerable people throughout the United States. Its USA programs began as a way to find healthcare providers and equip them with donations of medicines, supplies, and basic equipment for people who otherwise would not be able to afford them.

Thanks to generous donations from its supporters, Direct Relief's program supports safety net providers by delivering no-cost pharmaceuticals and medical supplies on an ongoing basis. The Safety Net Support Program leverages Direct Relief's partnerships with companies that donate medicine and medical products to assist safety net providers care for their low-income patients who do not have health insurance.


Today, Direct Relief supports more than 1,100 community clinics, free clinics, and health centers across the country with donated medications, medical supplies, and other resources. Based on trusted partnerships built over the course of 60 years, Direct Relief secures product donations from pharmaceutical companies and medical supply manufacturers that can be used in the U.S.

Direct Relief's work earns wide recognition from independent charity evaluators, including a 100% fundraising efficiency rating from Forbes, the No. 1 spot on Charity Navigator's list of the "10 Best Charities Everyone's Heard Of," and inclusion in Fast Company's list of "the world's most innovative nonprofits." It is the only humanitarian nonprofit to be designated by the

National Association of Boards of Pharmacy (NABP) as a Verified-Accredited Wholesale Distributor of pharmaceuticals and other medical supplies. Direct Relief holds [credentials and memberships](#) with a variety of prominent professional organizations, government agencies, and jurisdictions.

BENEFITS: Participation as a Direct Relief partner brings a number of benefits, including:

- Strengthening of your health center's capacity
- Increasing access to medications for patients who are unable to afford prescriptions
- Reducing your operational costs for medications and supplies

CURRENT STATUS: Currently, five Pennsylvania rural and urban Community Health Centers  are participating in the program. The value of the Direct Relief support they received from January 1, 2015 – March 30, 2016 ranges from \$2,964 to \$92,842. According to Direct Relief, some centers stop participating due to staff turnover because information on the program is not communicated when someone leaves or changes roles.

Direct Relief now offers a [Replenishment Program](#). The Replenishment Program provides a consistent supply of medicines to high concentrations of uninsured patients cared for in health centers. The program complements existing traditional patient assistance programs (PAPs) through which individual companies provide free or discounted prescription medicine to low-income, uninsured patients. The program increases efficiencies through a single, scalable platform through which multiple companies participate in a program designed to enhance patient care through a streamlined process. The program provides medications at no cost to eligible clinics that meet the enrollment criteria.

The program aims to:

- Improve the way patients receive medications at clinics and health centers;
- Streamline the clinics' administrative processes spent on PAP enrollment and dispensing;
- Maximize efficiencies in providing donated medicines to patients; and
- Provide a scalable platform for a national program accessible to additional pharmaceutical companies and recipient clinics.

For participating health centers, which must demonstrate rigorous internal controls for drug dispensing and recordkeeping, the program provides a single point of access to much-needed medicines from multiple pharmaceutical companies. This program eliminates the need to manage and submit duplicative applications for individual medications, which enables redirection of scarce clinical resources from administrative tasks to improved patient care. Direct Relief's Replenishment Program benefits from the generous support from Abbott Laboratories, Johnson & Johnson Patient Assistance Foundation, Inc., Novartis Patient Assistance Foundation, Inc., and Eli Lilly and Company. These companies provide prescription drugs that assist healthcare providers in the treatment of patients with cardiovascular disease, hypertension, hypothyroidism, neurological disease, mental health, HIV/AIDS, infection and other conditions.

MEMBER ACTION: Consider applying as a Direct Relief partner to expand access to necessary medications for your uninsured patients and to control your cost as a health center.

1. Review the [Safety Net Support Fact Sheet](#)
2. [Apply to become a Direct Relief partner](#)

FOR MORE INFORMATION: If after reviewing Direct Relief's information you have remaining questions, please contact PACHC at pachc@pachc.org.