Pharmacies’ Evolving Role and COVID-19 Vaccine Distribution

Rick Gates, Senior Vice President, Pharmacy and Healthcare at Walgreens
We’re here to provide the best possible care for our communities.
H1N1 paved the way for Walgreens to provide immunizations through its national footprint.

Getting Started
2004 – 2009
- Influenza and pneumococcal pilot program in 2004
- 37 States allow Pharmacists (RPh) to provide flu
- 8,000 Certified RPh’s
- 100 Centers of Excellence established (COE’s)

Continued Expansion
2010 – 2013
- H1N1 pandemic response
  - All states allow RPh to provide Flu, Pneumonia & Zoster Over 25,000 Certified RPh’s
  - 7,600 Participating Stores and 1,800 COE’s

Demonstrating Expertise
2014 – 2019
- Began expansion of technician immunization administration
- Launched Community Outreach Program focused on community clinics
- APHA Immunization Champion Award Recipient twice and NAIIS Immunization Corporate Award Recipient

Current State
Today
- 150K+ offsite clinics held since 2015
- More than 27,000 pharmacists trained to administer vaccines
- Updated policy to allow pharmacy team members to administer flu vaccines to children age 3 and up in most states
- Implemented safety measures for COVID-19 exceeding CDC guidelines
- Donated 60M vaccines through our Get A Shot, Give A Shot Program
- Recipient of U.S. Chamber of Commerce Corporate Citizenship award for Get A Shot, Give A Shot Program

We’ve executed the hub and spoke model for 15+ years

Zoster came to market and gave us experience with a frozen vaccine that requires reconstitution

70M+ immunizations administered since 2010

90%-member satisfaction & five-star quality rating for knowledge, expertise, courtesy and friendliness of the Walgreens vaccination experience
We’ve stepped up throughout the pandemic to support the health and wellness needs of our patients.

In addition to closely following health and safety guidelines from CDC, we’ve enhanced our services for greater customer convenience, including:

- **Proactive patient outreach**
  to discuss their medication needs and help direct them as appropriate to the nearest open store.

- **Pharmacist outreach & chat**
  to help provide individualized support and solutions, and get questions answered about their medications while keeping them safe.

- **Expansion of last-mile delivery solutions***
  via Postmates, Door Dash, and offering our full-store assortment through drive-thru or curbside pickup.

- **Waived delivery fees on eligible prescriptions***
  to ensure patients can get their medications from the safety of their homes.

- **Contactless COVID-19 testing**
  to provide the services our customers need while keeping them and their family safe.

- **Walgreens Find Care™ telehealth features***
  to help patients get easier access to care from home during COVID-19.

*Indicates a new service.
Our seasoned and trained workforce have become COVID-19 vaccine specialists.

Starting with our pharmacy team on the ground vaccinating, we’ve built on every level to create a task force of people to serve the country.

- **Task force of 225,000+ people**
- 75,000+ Pharmacy Team Members
  - 59,000 Immunizing
- 135,000+ Store & Distribution Employees
- 150+ Health Care Directors & Supervisors
- 300+ Field Leaders
- 5,000+ Support Center Employees
- 9,000+ Store Managers
- + we’re hiring*

*We’re actively hiring team members in support of these efforts, with approximately 25,000 open positions to fill right now. We continuously look for the right talent on an ongoing basis and are hiring 8,000–9,000 pharmacy team member roles to support the full spectrum of pharmacy and COVID testing and vaccine needs. We have been hiring and are continuing to hire for support across our teams and stores. During this time, we’re proud to be able to help support more Americans with jobs.
Walgreens has provided 3M+ vaccinations across long-term care facilities through the Pharmacy Partnership Program.

- 6,000 skilled nursing facilities
- 28,000 assisted living and other facility types
- 70,000 clinics completed to date
- Expected to complete program by mid-April
We’ve expanded COVID-19 vaccinations in stores as part of the Federal Retail Pharmacy Program.

Walgreens was selected by CDC to administer COVID-19 vaccines in 53 states and jurisdictions under the federal program; focusing first on high-risk, socially vulnerable populations.

Pharmacy teams stand ready
• Since December, pharmacy teams have already provided more than nine million COVID-19 vaccinations.

Distribution strategy expands
• FRPP exists to educate and vaccinate Americans in rural as well as underserved communities.

Continuing to work directly with states
• Game plan the same in states and jurisdictions that have already been served.

Available appointments
• Vaccine inventory is still limited and available to eligible individuals by appointment only at select Walgreens stores, however, eligibility restrictions are rolling back in many states.

In-store vaccinations began Feb. 12
• Available to eligible individuals based on state and jurisdiction guidelines.
• FPRR targets selected 47 states and jurisdictions.

Focus on underserved areas
• Optimize vaccine access in medically underserved areas with a high social vulnerability index score.
• Doses will be allocated from the CDC directly to Walgreens.

5,700+ Walgreens stores
• Began administering to long-term care facility staff and residents, and are scaling to other eligible populations as vaccine supply allows in accordance with state and jurisdiction distribution plans.

CDC leading the when and where
• Defined number of vaccine doses are allocated from the CDC directly to Walgreens in each geographical location.

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We’re focused on vaccine equity education and removing access barriers.

**COVID-19 has disproportionately impacted underserved communities and communities of color.** Walgreens is committed to driving health equity, specifically access to COVID-19 vaccine in communities of color. As vaccine availability expands, our multidisciplinary COVID-19 vaccine equity plan is working to build trust, provide accurate and timely information, and ensure equitable access for Black and Brown people. We’ll do this independently and in partnership with organizations that help extend our reach into underserved areas. We’ve reiterated that citizenship is not an eligibility requirement.

- **Education**
  Providing education and information to build trust and confidence in the COVID-19 vaccines, leveraging our pharmacist expertise as a trusted health partner and resource for information.

- **Access**
  Accelerating access in stores and removing barriers through offsite clinics where we go into communities to provide vaccinations.

- **Partnerships**
  Working with community partners like churches and advocacy organizations, and creating partnerships that address access barriers, such as the partnership with Uber that addresses transportation barriers.

We are ensuring the delivery of COVID-19 vaccines in underserved and rural areas

- Nearly 80% of the US population lives within 5 miles of a Walgreens pharmacy
- 70% of COVID testing sites are located in socially vulnerable areas
- Implementation of off-site clinics and voucher programs to ensure access to vaccinations
- Leveraging different models, such as mobile and community clinics
- Set up a cross-functional Task Force for integrated outreach efforts
  - Medically Underserved Areas (MUA) Evaluation
  - Vaccination Operating Models
  - Community Partnerships
  - Communications & Government Relations
  - Commercial Partnerships
This is Our Shot.

Moving to mass availability is the moment for which Walgreens, our leaders and our teams have waited. We are ready... and proud to accelerate the vaccination of our nation.

This is our shot to serve our communities, showcase our trusted expertise and live our commitment to safe and equitable distribution.

Together we will help our nation emerge from the pandemic.
With our nationwide footprint, more than a decade of vaccine experience, and pharmacy team members embedded in communities across the country, we’re ready to help America emerge from the pandemic.