

Putting Patients in Control

Infusion and Specialty Pharmacy allows patients to continue life-saving treatments from home.



Kathleen Patrick, President of Chartwell Pennsylvania, LP, at the construction site of the company's new state-of-the-art facility.

While operations and offerings at Chartwell Pennsylvania, LP, are expanding, an extremely high patient-satisfaction score remains constant.

For President Kathie Patrick, the positive response from the people served by Chartwell, a home infusion and specialty pharmacy based in Pittsburgh, is invaluable.

"We've made sure that even though we've experienced extreme growth, we're still caring for our patients. We're seeing a 98 to 100 percent patient-satisfaction rating. That's one of the most important pieces to me," says Patrick, who has been with the company for 20 years.

Chartwell, founded 27 years ago, has changed along with the health care industry. Originally focused only on patients with home infusion needs such as intravenous antibiotics and parental nutrition, the company expanded into specialty medications in 2010 to treat chronically

ill patients suffering from a variety of conditions, including cancer, hepatitis, multiple sclerosis, and rheumatoid arthritis.

"Many of these drugs are new and life changing," Patrick says, "giving patients a chance at a more normal, longer life."

From the Comfort of Home

Highly trained Chartwell clinicians continually work with patients to monitor their progress and are available to assist with any possible side effects. They work with patients on drug and food interactions, as well as other safety issues that might arise, Patrick says.

Allowing their more than 12,000 patients to do this from home is key, contributing to their comfort and happiness.

"If you're getting treatment at home, you control what time you go to bed, you control what's on television, when you eat and what you eat, what you wear,"

Patrick says. "So many of those things don't occur when you're in a hospital or long-term care facility. We deliver that approach to patients; they are in control of their lives, and we are providing those pharmaceutical services."

What really sets Chartwell apart from its competitors, even those operating on a national scale, is its ability to put life-changing and life-saving medications into patients' hands at a more affordable price. Each Chartwell patient enters an intake process during which patient advocates search for financial assistance, regardless of the patient's income level.

"We want them to be able to afford their lifestyle, their home, their groceries, and not to have to go without in order to pay for medication," Patrick says. "This commitment helps set us apart."

While much of the positive change—including a new headquarters slated for completion by the end of the year—has happened under Patrick's leadership, she says it's the team that deserves the credit.

"I try to bring in the best clinicians around," she says. "Our leadership team is exceptional with some of the things they've been able to do. I give them all the credit in the world; I'm just the lucky person who gets to lead them."

Patrick says she expects patient satisfaction to remain at its high levels as Chartwell continues to build on its current expertise. Chartwell is accredited for home infusion and specialty pharmacy by multiple organizations, including ACHC and URAC, and is the only pharmacy in Pennsylvania with the coveted ACHC Distinction in Oncology.



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