



April 23, 2020

The Fanaras Group pharmacies have been in operation since 1950, when the organization's first retail location opened its doors as Fanaras Pharmacy, now The Prescription Center. Since then, three generations of the Fanaras family have been providing exceptional customer service and quality pharmacy, medical supply, compounding, and long-term care services. Over the years we have grown from a single retail pharmacy in downtown Concord, into New Hampshire's largest independently owned pharmacy chain. We take great pride in serving the residents of New Hampshire in ways that normal pharmacies have not explored, all while maintaining the customer service excellence that our patients have come to know and expect. In addition to providing retail pharmacy services, our downtown location provides medication therapy management and same day medication delivery services in and around the greater Concord area. We also have our own natural pharmacy, and a full service durable medical equipment store. Our second retail location, located on the campus of the Concord Hospital, piloted the hospital's first bedside delivery program, where our dedicated pharmacy staff members fill, verify and deliver medications to the patient's hospital room prior to discharge. Our Bedford NH location (Bedford Pharmacy) has a compounding lab where patient-specific medications can be prepared as well as compounding those medications that are in short supply or unavailable during times of medication shortages. The Fanaras family has been servicing Nursing homes, Assisted Living Facilities and other long-term care (LTC) settings since its beginnings. In 2004 we separated out our long-term care operations and created Northeast Pharmacy Services (NEPS). NEPS currently services LTC facilities throughout the state of New Hampshire. We also provide specialized packaging, vaccinations, consulting services and same day delivery for all our clients.

The state of New Hampshire and its local businesses have suffered immensely since the outbreak of the Novel SARS-CoV-2 (COVID-19) virus. It is our duty, as health care providers, to continue to provide and further expand our services to better serve our valued patients as well as protect our staff. Pharmacy workers have always been on the frontlines and especially during this unprecedented time. Pharmacists are the most accessible healthcare providers and an underutilized asset to the State of NH in this fight against COVID-19.

The Fanaras Group pharmacies are requesting \$1,010,000 of federal stimulus funds from the Governor's Office for Emergency Relief and Recovery (GOFERR). The following pages give an insight as to how the funds will be allocated.

Sincerely,

Charles Fanaras, RPh  
CEO, Fanaras Group of Pharmacies

**Fanaras Group of Pharmacies: total \$1,010,000**

- Construction of separate labs/hazardous drug compounding room United States Pharmacopeia (USP 800)/consultation rooms: **\$95,000**
  - Our labs would be constructed in such a way to prevent the cross contamination of chemicals, as well as ensure our lab technicians and pharmacists have ample space between each other during the compounding process. Walls will be constructed between each laboratory work area and consulting area. This will allow for a safer practice of pharmacy for both the employees and patients.
  - Constructing consultation rooms to perform Covid-19 testing, vaccinations as well as other Pharmacist allowed functions. This will ensure potentially infected patients will be segregated from employees and other customers.
  
- Employee Education/Medication Therapy Management (MTM) Certification: **\$35,000**
  - Employees will take part in becoming board certified geriatric pharmacists (BCGP) and board certified MTM pharmacists.
  - The BCGP certification will provide education on the impact certain disease states can have on the elderly population. This will enhance our staff's ability to expertly manage geriatric patients' medications and minimize the impact during any healthcare crisis.
  - The MTM certification will provide our pharmacists with the tools to educate our patients on their medications, as well as communicate with providers as to a patient's adherence to their medication plan, there by closing the loop in the patient, pharmacist, physician triad.
  - Many hospital admissions and readmissions are due to poor medication management. Our MTM/BCGP certifications will help keep patients out of the hospital by reducing hospital admissions and readmissions. This in turn will greatly decrease the potential spread of Covid-19
  
- Telepharmacy software: **\$100,000**
  - Video-based dispensing and consultation services for bedside, LTC and underserved communities
    - Conduct complete medication reviews
    - Medication adherence and education
    - Lab test recommendations
    - Health/lifestyle changes
    - Improve patient-pharmacist access through video consultations.
    - Education, training, on safe medication practices will focus on decrease admissions in hospitals, keeping individuals healthier and safer.
    - Reduce the need for instore interaction, protecting patients and employees from exposure if necessary or when access is impractical.
  
- Mobile App/Web Design: **\$100,000**
  - Real-time access to pharmacist knowledge through secure mobile/online chat
  - Medication adherence reminders, calendar reminders and automatic refills.
  - Education videos/online training for the individual patient or caretakers.
  - Improved on-the-go access to information on health and safety
  - Develop an online store for pharmacy products and durable medical equipment (DME) items.

- Patients will not have to go to pharmacy for consultation services or to buy OTC products. They will be able to access our products and a pharmacist consultation through online portals.
- WellSpot Prescription Pick-Up Lockers: **\$250,000**
  - Installation of WellSpot Prescription lockers at various companies and institutions throughout New Hampshire
  - Company employees will be able to receive a text on their phone alerting them that their medication has been delivered and put into the locker. They will receive a code to unlock locker and access their medications
  - Efficient and safe transfer of medications in a timely manner
  - Limit traffic and direct customer transaction in the pharmacy to protect patients and employees
  - Phone/Video consultation with a pharmacist at locker prescription pick up.
  - Locker set up in underserved communities in New Hampshire, without adequate access to a pharmacy.
- Enhanced Delivery Systems (**included in above cost**)
  - Delivery vehicles in order to deliver medications to the WellSpot Lockers to various companies, institutions, and underserved areas in New Hampshire.
  - These vehicles will also be used to offer medication delivery services to the Manchester, Bedford, Salem, and Nashua areas. These are some of New Hampshire's largest cities and they lack any same day medication delivery services. In the more populous areas of NH it is important to reduce their exposure to Covid-19 by bringing medications to them and decreasing their exposure to others.
  - Durable Medical Equipment (DME) delivery services. Not only are residents in underserved communities lacking access to medication, they also lack access to DME products, such as walkers, canes, wound care, etc. It is vital to provide delivery services for these products as well.
- Security Features: **\$15,000 (3 pharmacy locations)**
  - Reduce hands-on contamination of surfaces by installing automatic sliding doors
  - Allow employees and customers to enter workplace without having to use door handles
- Personal Protective Equipment (PPE): Cost: **\$20,000**
  - Help protect staff for future events by creating stockpile of PPE
  - To be distributed to patients and employees in case of another health care crisis.
  - Gloves, isolation gowns, isopropyl alcohol, hand sanitizer, paper towels, etc.
- Installation of new Point of Sale (POS) curbside delivery system: **\$15,000**
  - The installation of this new software would include the software program itself and new tablets, so our technicians can perform the register transaction at the patient's vehicle.
- Installation of Interactive Voice Response (IVR) system: **\$10,000**
  - This cost would include the installation of an IVR system. This would help patients remain isolated as they can automatically call in prescription refills, instead of having to potentially expose themselves by leaving their homes and entering the pharmacy for a refill.
- Explore/Research Drone Delivery of Medications: **\$10,000**
  - Research the potential impact of drone delivery of medications in New Hampshire

- This would help us develop a system that allows us to deliver prescription medications via drones directly to patient's homes.
  - This capital could also be used to provide medication delivery services to underserved towns in New Hampshire.
- Emergency drug kits: **\$10,000**
    - Stocking emergency drug kits for assisted living facilities that we service
    - Reducing the number of stat deliveries will reduce the contact between our delivery drivers and the long-term care facilities and their residents
    - Decrease the amount of time to initiate medication therapy.
    - Decrease the number of hospital admissions due to inadequate therapy initiation

Mobile Vaccination/Testing Center: **\$350,000**

- A mobile vaccination and testing center will provide enough space to transport 5 employees (pharmacists and pharmacy technicians).
- It will allow us to conduct vaccinations and covid-19, flu, strep or other Pharmacist allowed functions and testing to large corporations, long term care facilities and underserved communities without local access to adequate health care.

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