



May 7, 2021

The Honorable Tom Oliverson
CC: John Austin, Legislative Director Rep. Oliverson
Texas House of Representatives
P.O. Box 2910
Austin, TX 78768

Delivered via email to Tom.Oliverson@house.texas.gov and john.austin@house.texas.gov

RE: HB 1763

Dear Representative Oliverson,

On behalf of ReCept Pharmacy, LP, I respectfully offer our comments related to Specialty Pharmacy accreditation requirements.

For background, ReCept Pharmacy, LP has a rich tradition and history of 'making people feel better.' Started in Fort Worth, Texas in 1978, ReCept began as a retail pharmacy focused on providing excellent customer service. Today, with pharmacies owned or managed in 13 states (AL, AZ, CO, FL, IL, IN, LA, MS, OH, OR, TN, TX, WA), ReCept provides a unique service model uncharacteristic of impersonal, large chain/mail order pharmacies.

When it really matters, the people, products, and services that ReCept provides can have a lasting positive impact on our patients' lives. As a leader in the Specialty Pharmacy industry, ReCept cares for patients through our regional network of pharmacies. ReCept owned and managed sites employ a knowledgeable, dedicated clinical staff to manage patients with complex chronic conditions. ReCept's overarching mission is to provide our patients with a valued, trusted, and uncomplicated pharmacy experience with unparalleled customer service. Our customer-first approach truly continues to guide our day-to-day operations over 43 years after our first pharmacy opened.

ReCept Pharmacy, LP pursued our first Specialty Pharmacy accreditations in 2014 by attaining URAC and ACHC, and since then we have added several more to the growing list of both ReCept owned and managed pharmacies. Accreditation, quite simply, provides an external, independent seal of approval. It allows a pharmacy to exhibit and maintain a comprehensive commitment to quality care, improved processes, and better patient outcomes. Further, it plays a role in providing a baseline of quality performance and challenges organizations to perform to the highest level of the industry's best practices. That said, ReCept has embraced these foundational tenets and has implemented them across our organization. Our pharmacies have come to view data gathering and reporting requirements not as a burden but as a tool for continuous improvement. We use these metrics and outcomes to identify negative trends and respond quickly with a corrective-action plan. Accreditation provided the framework for us to enhance our commitment to on-going innovation and improvement. Our solid, data-driven story demonstrates strong patient outcomes based on the optimal use of therapy, and hence it can be inferred that our management of therapies and patient outcomes are saving the overall healthcare system money, preventing side effects, and reducing hospital readmissions. But, in the end, the structure and consistency inherent to these defined standards enable each and every one of our clinicians to proactively serve the needs of our patients with every interaction.



We very much appreciate your time and consideration regarding this matter.

Most sincerely,

Kathleen Rand

Kathleen Rand

Corporate Director of Quality Assurance and Training

ReCept Pharmacy, LP

1620 W. Northwest Hwy, Suite 100, Grapevine, TX 76051

Cell: 817-470-7116

krand@receptrx.com

www.receptrx.com