

# Cardinal Health Delivers Deeper Patient Insights Through New Patient Services Technology Platform

**Cloud-based system built on Salesforce supports better patient engagement and more informed decisions**

**DUBLIN, OHIO – October 25, 2017** —Cardinal Health Specialty Solutions recently introduced a new cloud-based patient engagement platform called **ConnectSource™** to address an unmet need from the biopharma industry for better insights into the patient experience and treatment journey. Approximately half of Cardinal Health’s hub services clients have already migrated their patient services programs to ConnectSource™, including several top 10 pharmaceutical companies.

“Clients have consistently told us that while patient data from hub providers is widely available, visibility into bigger picture trends is challenging to access,” said Jennifer Fillman, vice president and general manager of Specialty Services at Cardinal Health Specialty Solutions. “We saw an opportunity to raise the bar on patient services by delivering actionable insights that enable our clients to more effectively engage and influence patients, while also supporting more informed decisions about commercial strategy.”

Delivered through **Cardinal Health Sonexus™ Access and Patient Support**, ConnectSource™ helps enhance patient support programs by:

- Streamlining processes such as benefits investigations and prior authorizations to ensure patients get on therapy faster;
- Providing transparency into treatment trends and critical issues, such as when patients are falling off therapy, so clients can make smarter decisions about how and when to engage patients and providers;
- Enabling integration with other hub and specialty pharmacy data sources, so clients can gain a 360-degree view of their product.

ConnectSource is Cardinal Health’s implementation of Deloitte Digital’s industry leading software ConvergeHEALTH Patient Connect™. Patient Connect enables life sciences companies to provide robust patient services, support, and personalized engagement through an advanced and flexible cloud software platform. Delivered exclusively as a Salesforce Managed package, Patient Connect provides consistently high-touch patient experiences across channels and enables adherence and care coordination across each patient’s full care network.

“Digital engagement is driving opportunity across the health care ecosystem as patients want to be informed and engaged, and life sciences companies want a closer connection to their patients” said David Rosner, principal and digital life sciences leader, Deloitte Consulting LLP. “Patient Connect is empowering life science organizations like Cardinal Health to put patients at the center of the health care ecosystem.”

More information about ConnectSource™ is available at [www.cardinalhealth.com/connectsource](http://www.cardinalhealth.com/connectsource).

## About Cardinal Health

Cardinal Health, Inc. is a global, integrated healthcare services and products company, providing customized solutions for hospitals, healthcare systems, pharmacies, ambulatory surgery centers, clinical laboratories and physician offices worldwide. The company provides clinically proven medical products and pharmaceuticals and cost-effective solutions that enhance supply chain efficiency from hospital to home. Cardinal Health connects patients, providers, payers, pharmacists and manufacturers for integrated care coordination and better patient management. Because Cardinal Health helps ensure pharmacists and the consumers they serve

have access to medications they need while working to help prevent prescription drug diversion, the company and its education partners created **Generation Rx**, a national program to help prevent the misuse of prescription medications. Backed by nearly 100 years of experience, with approximately 50,000 employees in nearly 60 countries, Cardinal Health ranks #15 on the *Fortune* 500. For more information, visit [cardinalhealth.com](http://cardinalhealth.com), follow [@CardinalHealth](https://twitter.com/CardinalHealth) on Twitter and connect on LinkedIn at [linkedin.com/company/cardinal-health](https://www.linkedin.com/company/cardinal-health).

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<http://cardinalhealth.mediaroom.com/ConnectSource>