

# WHO WE ARE

## DIPLOMAT FACT SHEET



### ABOUT



**DIPLOMAT (NYSE: DPLO) SERVES** patients and physicians in all 50 states. Headquartered in Flint, Michigan, we focus on medication management programs for people with complex chronic diseases. Diplomat is an innovative, patient-focused specialty pharmacy dedicated to providing therapy management and clinical services to patients nationwide in a caring, supportive environment.

### MISSION



**AT DIPLOMAT, WE BLEND CLINICAL** excellence with a personal touch—for happier lives and health that lasts.

### ACCREDITATIONS

**DIPLOMAT AND OUR SUBSIDIARIES** are accredited or certified by third-party agencies committed to industry best practices, including Accreditation Commission for Health Care, American Society of Health-System Pharmacists, Center for Pharmacy Practice Accreditation, Health Information Trust Alliance, National Association of Boards of Pharmacy, and URAC.

### LOCATIONS

- Flint, Michigan
- Birmingham, Alabama
- Scottsdale, Arizona
- Carlsbad, California
- Ontario, California
- Van Nuys, California
- Enfield, Connecticut
- Fort Lauderdale, Florida
- Chicago, Illinois
- Urbandale, Iowa
- Kansas City, Kansas
- Beltsville, Maryland
- Woburn, Massachusetts
- Savage, Minnesota
- Columbia, Missouri
- Omaha, Nebraska
- Brooklyn, New York
- Greensboro, North Carolina
- Raleigh, North Carolina
- Cincinnati, Ohio
- Boothwyn, Pennsylvania
- Houston, Texas
- Richardson, Texas
- Chantilly, Virginia
- South Milwaukee, Wisconsin

### PHILOSOPHY

**“TAKE GOOD CARE OF PATIENTS AND THE REST FALLS INTO PLACE.”**

—DALE HAGERMAN, DIPLOMAT COFOUNDER

**TO US, EXCELLENCE MEANS GIVING** patients their best chance for happier lives—lives with more moments, more milestones, more memories in the making. The result isn't just an outcome; it's an impact. That's why we commit to helping one patient at a time.

### BUSINESS CONCENTRATIONS

**DIPLOMAT FOCUSES ON SPECIALTY DRUGS THAT** treat patients with complex chronic diseases and require specialized handling, distribution, and administration. Diplomat believes in a “one patient at a time” approach that is a combination of high-touch and robust service offerings. Our services are focused on keeping patients on track, well-informed, and always receiving the treatment they need.

## PARTNERSHIPS

### DIPLOMAT IS A RELIABLE HEALTH

care teammate, working with payors, biotechnology and pharmaceutical manufacturers, physicians, hospitals, and more—always with patients at the heart of what we do.

## PATIENT SERVICES



### DIPLOMAT OFFERS A BROAD

range of innovative solutions to address the dispensing, delivery, dosing, and reimbursement of clinically intensive, high-cost specialty drugs. Diplomat provides customized support services with a patient-centric approach to disease management.

## FUNDING ASSISTANCE

### IN 2016, DIPLOMAT CONNECTED

patients with more than \$90 million in third-party copay assistance from external partners.<sup>1</sup> This money helped patients cover copays for specialty medications, which can often be expensive due to research and development costs.

## Learn More

CALL TOLL-FREE 877.977.9118

OR VISIT [diplomat.is](http://diplomat.is)



## ORIGIN



### THE STORE THAT WAS TO BECOME DIPLOMAT

opened as “Ideal Pharmacy” in Flint, Michigan, in 1973. It was the fourth store in a small chain owned in part by Dale Hagerman, RPh. When Dale’s son, Phil, graduated from college in 1975, Dale traded in his stock to buy the store, and the specialty pharmacy was born. The father-son team founded the company on a simple tenet: “Take good care of patients and the rest falls into place.” Today, that tradition continues—always focused on improving patient care and clinical adherence.

Today, Phil continues to drive Diplomat forward as our chief executive officer and chairman of the board of directors—building an exceptional reputation for developing innovative, patient-centric programs that optimize therapy management along the way.

## RESULTS

### DIPLOMAT’S SPECIALTY PATIENTS AVERAGE

better than 90 percent adherence to their medications.<sup>2</sup> A third-party agency’s surveys reported 99 percent satisfaction among patients.<sup>3</sup>

1. Diplomat Funding Results, 2016.

2. Diplomat Adherence Reporting, 2016. Average capped MPR across specialty therapeutic categories. Excludes patients at Pennsylvania locations.

3. Diplomat Patient Surveys, 2016. Data from third-party survey of 5,000-plus reflects approximate percentage of respondents selecting “completely,” “very,” or “somewhat” satisfied on a five-point scale.

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