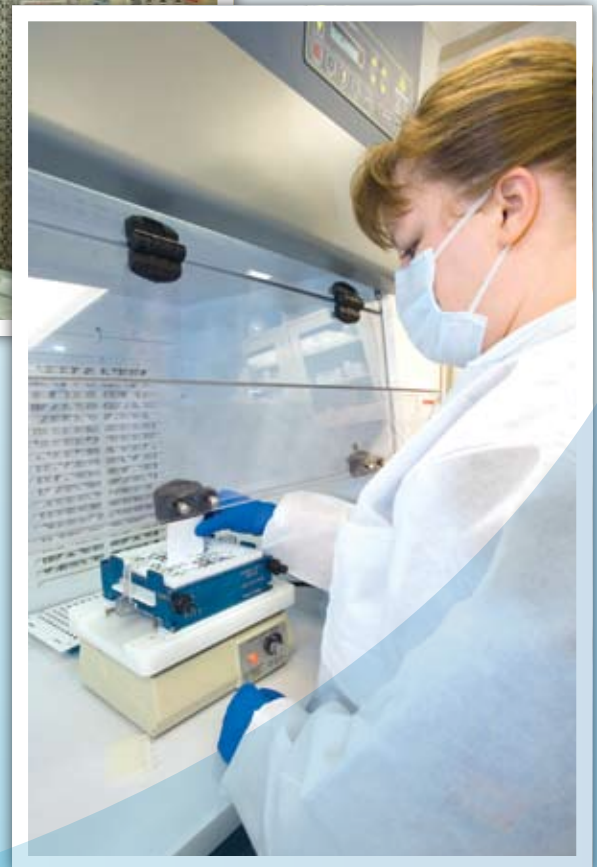


CarePro Health Services

responsive,
reliable,
responsible



CarePro 
HEALTH SERVICES

1014 5th Avenue SE • Cedar Rapids, Iowa 52403

319.363.4554 • 800.575.8810

www.careprohealthservices.com



Feb. 15, 2009



Hello friends and Gazette readers,

In this special Gazette section, we hope to accomplish several things. We would like to tell you the CarePro Health Services story with photos and details about our history, our employees, our various divisions, our patients, and an overview of how we serve Eastern Iowa. Just as importantly, though, we want to take this opportunity to thank past and present patients, customers, vendors and dedicated employees for making the whole story possible.

We're proud of our roots here, starting out as a small corner drugstore some 37 years ago and expanding over time into multiple divisions. We're equally proud to be an employee-owned company which provides the CarePro 'family' of employees with a vested interest in quality care for the communities they serve.

You'll learn in the following pages about our network of pharmacies in Cedar Rapids and surrounding areas, our new compounding pharmacy, our medical equipment store, our home health agency, our infusion pharmacy, our care management company, our health education & wellness pharmacy, and our corporate wellness services.

Perhaps you didn't know that CarePro encompasses 'all of the above' in its health services role. So we're getting our message out to the people that matter most to us — the communities of Eastern Iowa, whose health care is important to us in so many ways.

A special note to our 264 CarePro employees, without whom all of the services we provide those communities would not be possible. Thank you for your dedication to quality health care and the skill with which you perform such valuable work.

With sincere good wishes to all,

Gary Albers
President & CEO
CarePro Health Services

1014 5th Avenue SE • Cedar Rapids, IA 52403

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CarePro culture changed with employee ownership

In 2004 CarePro became an employee-owned company when the original- ownership group sold its shares to the CarePro ESOP. An ESOP (Employee Stock Ownership Plan) is a retirement plan established to allow ownership to be transferred by contributions made from the company to the retirement plan on the employees' behalf. CarePro just recently celebrated its five-year anniversary as an ESOP; in that time the number of employees has grown from 203 to 264. The number of employee-owners has grown since then from 203 to 249.

"An ESOP gives employees more power over their retirement investment because they have control over the work they perform on a daily basis," explains CarePro's Chief Financial Officer Gary Kaufman. "That then leads to the overall performance of the company, which in turn, directly impacts the share value of the ESOP."



**Gary Kaufman,
Chief Financial
Officer**

"We've done it by providing education on what it is to be an employee-owner," says Kaufman, "which includes open-book management so that all employees can understand

Kaufman says that vested interest among CarePro's employee-owners has brought welcome changes to the company culture as well.

"Our organization has united as one company in the last couple of years, compared to a culture of individual locations occasionally brought together by company-wide events," he says. "It's now a culture where each employee takes ownership of their position.

how their job can impact the value of their ESOP shares."

Another component of the CarePro culture is its Employee Wellness Committee (EWC), says Kathy Althoff, corporate relations manager.

"Throughout the year the committee makes many things available for our employees to help keep themselves on track health-wise," says Althoff, pointing out that Amanda Harty, the same person who coordinates CarePro's Health Risk Management Program for other companies, also does it for the CarePro organization.

"The main focus and goal of our EWC," says Harty, "is to create a culture of wellness for all employees in the company. While it should become second nature for all employees, participation is expected, not mandatory."

CarePro provides diverse health services

Although CarePro's roots are well-grounded in community retail pharmacy, the management of the company, has always sought to diversify. There are a number of reasons for doing so.

The first, and perhaps most important is that the company has always attempted to satisfy the health care needs of its patients and customers. Secondly, diversification allows the company to be successful

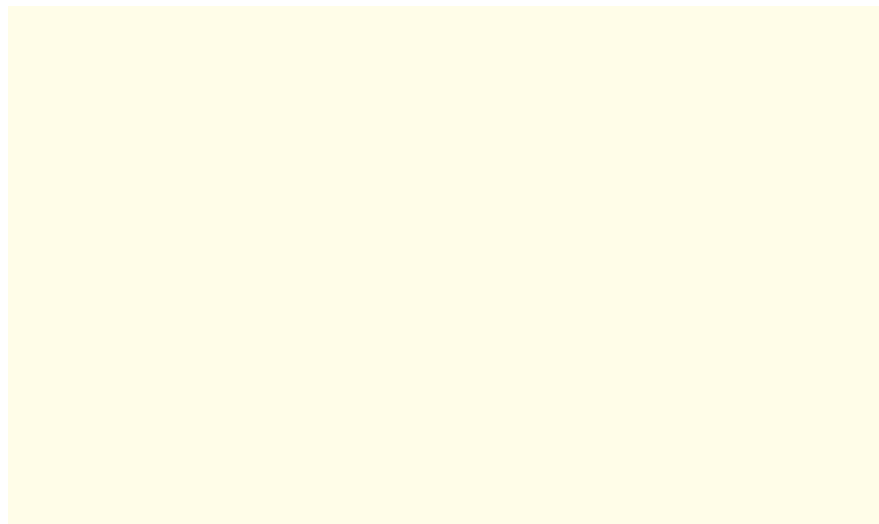
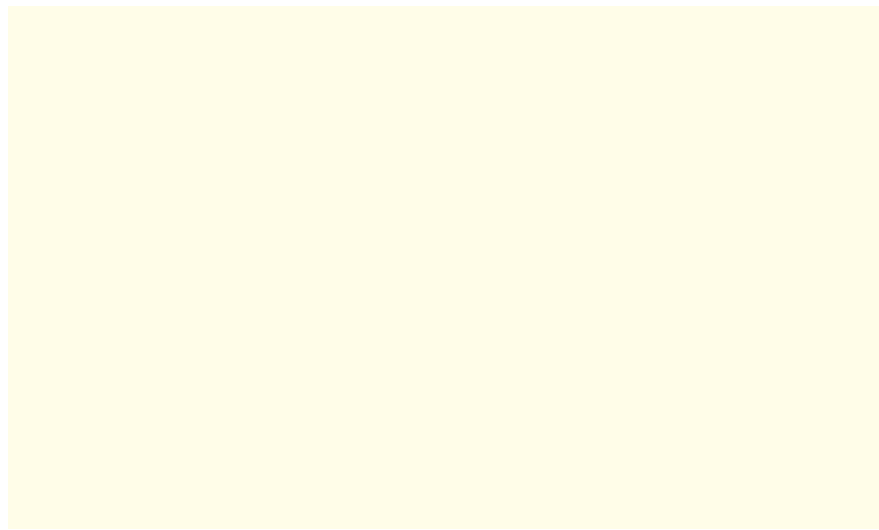
when certain sectors of the health care industry are financially distressed. Finally, diversification allows CarePro patients and customers to obtain a wide array of services from a single source.

All of these factors have contributed to the success of CarePro over the years. In addition to the basic retail pharmacy services that were offered, a number of other service lines were developed.

These service lines included nursing home pharmacy, home infusion pharmacy, pharmacy compounding, naturopathic pharmacy, medical supplies and equipment, nursing services, educational services, immunizations and cognitive pharmacy services.

The knowledge and abilities of the CarePro staff allowed for expansion into

these other areas, and oftentimes CarePro pioneered them.





CarePro Pharmacies - *A tradition of quality, caring, innovation and friendliness*

What does a CarePro Pharmacy patient experience? They can be assured that a pharmacist, or in a few cases an advanced pharmacy student, will counsel them on every new medication order or if they have had a change in one of their medications. Pharmacists are available to answer questions on their medications or how they are being used. CarePro pharmacists consistently provide quality care in a caring and friendly way. CarePro Pharmacies have long been the innovators in providing such services as educational programs, screening services, immunizations, case management, Medication Therapy Management and specialized services.

Plus patient education programs

Various educational programs are available including but not limited to...

- Asthma education
- Diabetes education
- Blood glucose meter training
- Smoking cessation programs
- Take Charge Lifestyle Management

Services generally available

- Free city-wide delivery
- Weekly Medication Planner Service
- Accept most insurance cards
- Screenings such as lipid profile, blood pressure, blood sugar, bone density
- Immunizations for influenza, pneumococcal, shingles
- Blood glucose meter downloads
- 24-hour emergency on-call service
- Medicare billing for diabetic and respiratory supplies (ACHC accredited)
- Access available to specialty pharmacies (Naturopathic, Compounding, Infusion)
- Prompt and efficient dispensing services

Retail community pharmacies:

- A Avenue Pharmacy, Cedar Rapids
- Fifth Avenue Pharmacy, Cedar Rapids
- Liberty Pharmacy, North Liberty
- Shepley Pharmacy, Mount Vernon
- Tipton Pharmacy, Tipton



A Avenue Pharmacy
717 A Ave. NE
Cedar Rapids, IA 52401
(319) 364-1586

Advance Health
402 10th St. SE,
Suite 100
Cedar Rapids, IA 52403
(319) 247-7200

CarePro Care Management
402 10th St. SE,
Suite 700
Cedar Rapids, IA 52403
(319) 399-9392

CarePro Compounding
402 10th St. SE,
Suite 100
Cedar Rapids, IA 52403
Phone: (319) 369-9631

CarePro Health Services
1014 5th Ave. SE
Cedar Rapids, IA 52403
(319) 363-4554

CarePro Health Risk Management
1014 5th Ave. SE
Cedar Rapids, IA 52403
(319) 247-5691

CarePro Home Health
402 10th St. SE,
Suite 100
Cedar Rapids, IA 52403
(319) 363-1284

CarePro Home Medical
402 10th St. SE,
Suite 600
Cedar Rapids, IA 52403
(319) 298-0953

CarePro Home Medical
474 1st Ave.
Coralville, IA 52241
(319) 351-3930



Fifth Avenue Pharmacy
411 10th St. SE
Cedar Rapids, IA 52403
(319) 364-2406



Liberty Pharmacy
555 W. Cherry St.
North Liberty, IA 52317
(319) 626-6188

CarePro Home Infusion (Option Care)
402 10th St. SE,
Suite 100
Cedar Rapids, IA 52403
(319) 363-1284



Shepley Pharmacy
113 1st St. E
Mt. Vernon, IA 52314
(319) 895-6248



Tipton Pharmacy
124 E. 5th St.
Tipton, IA 52772
(563) 886-2158



CarePro Home Medical

Providing equipment to people of all ages so that they can continue to function in their own homes

- Ambulatory aids, walkers, canes
- Bath aids
- Footwear for the diabetic
- Hospital beds
- Incontinence supplies
- Lift chairs
- Orthotics
- Ostomy supplies
- Skin care products
- Urological supplies
- Wheelchairs, accessories,
- specialized wheelchair services
- Wound care supplies

Includes a full service respiratory therapy department

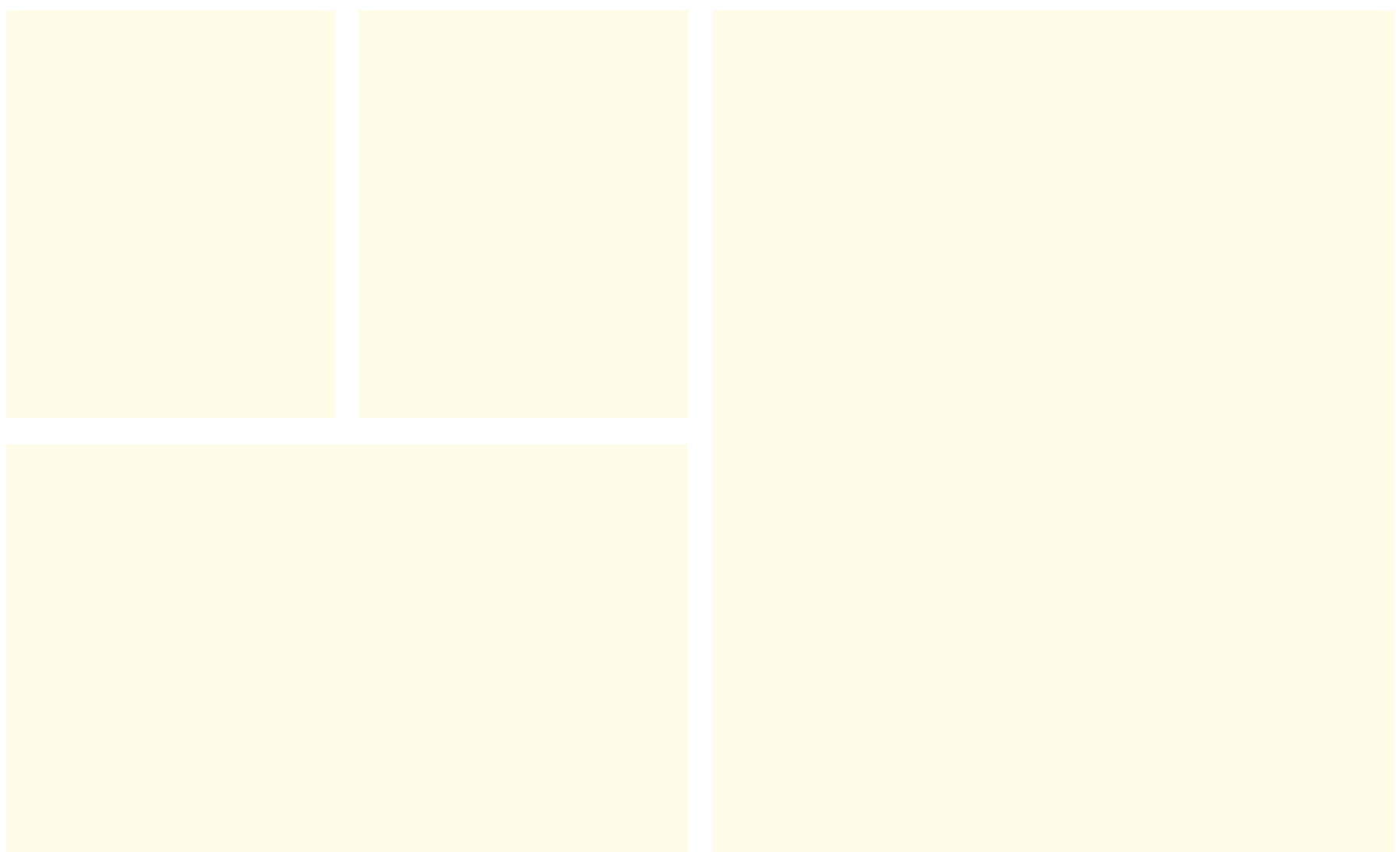
- BiPAPs • CPAPs • Nebulizers • Oxygen therapy, both home and portable systems

We have professional staff and reimbursement specialists on site to answer all your equipment questions and verify insurance benefits. Serving the Corridor with locations in Cedar Rapids and Coralville.



"My wife and I are both patients of CarePro Home Medical. We've enjoyed working with their staff — they're always helpful and friendly."

Bud Beck, Cedar Rapids





CarePro Home Infusion: an OptionCare franchisee

Clinical expertise, exceptional care, patient-focused home infusion (IV) services

Offering infusion treatment at home for:

- Cancer
- Crohn's Disease
- Heart Failure
- Immune Deficiency
- Infection
- Multiple Sclerosis
- Rheumatoid Arthritis

Therapies offered:

- Antibiotics
- Catheter management
- Chemotherapy
- Heart medications
- Hydration
- Nutrition support (enteral and total parenteral nutrition)
- Pain management

With CarePro Home Infusion (an OptionCare franchisee) patients receive infusion (IV) therapy in the comfort of their own homes.



Our specially trained nurses, dietitians and pharmacists are passionate about individualized care and helping the patient administer the prescribed therapy.

Our care team manages the home infusion process every step of the way, including training the patient and or caregiver in all aspects of medication administration; assessing and monitoring patient progress; coordinating delivery of medications and supplies; and facilitating ongoing physician communication.



**Bryce Jackman,
Director of
Pharmacy**

"We're excited to showcase our new state-of-the-art compounding facility where the IV medications are prepared," says Bryce Jackman, who's been with CarePro for 15 years and is Director of Pharmacy for OptionCare, CarePro Compounding and Advance Health. He's also one of only two board-certified nutrition support pharmacists in the state of Iowa.

"The pharmacists have a unique opportunity to interact with patients on many levels," he says. "The opportunity to develop long-term relationships and help influence the appropriate use of medications."

CarePro Home Infusion is accredited by the Accreditation Commission for Health Care, and has been recognized by OptionCare for its excellent results in both nutrition and heart failure.

"Kudos to you and the entire staff at OptionCare — from Teresa, my pharmacist down to the fine delivery folks. Your commitment to excellence and service is, without a doubt, the very finest anywhere."

Sharon Nienkark, Waterloo



CarePro Home Health

Professional, compassionate care in the comfort and privacy of your own home

- Nursing services
- Home health aides/companions/homemakers
- Private duty nursing
- Registered dietitian services
- Therapy services
- Social Work services
- Medicare and Medicaid-certified
- Accredited by the Accreditation Commission for Health Care

CarePro Home Health provides services under the direction of a prescriber. Our team approach to health care includes a nurse to oversee each step of the process. CarePro Home Health offers a complimentary assessment to develop an individualized plan of care.

able to share my expertise. I'm very fortunate to work for such a progressive company, where the goal is caring for our community one person at a time," says Rohr.

that are unaware of the services available in the home setting and the benefits of recovering from illness in a comfortable, supportive, familiar setting," Boley says. "There are also many cost-saving benefits to home therapy and services, which could go a long way toward helping the economy in the coming years."

Becky Boley, RN, CRNI, CNSN has been with CarePro/OptionCare for 25 years and is a Clinical Specialist with certifications in IV therapy and nutrition. Besides processing new patients for CarePro/OptionCare,

she educates CarePro home health care staff in those specialties, and teaches home health care alternatives to patients and caregivers, as well as health care professionals in hospital, outpatient and physician office settings.

"There are so many people

Solid professionalism, progressive practices

As a Board-Certified Wound Ostomy Continence Nurse, Sandy Rohr's credentials are much valued in the health care community. Not only does she bring her expertise to long-term care facilities and hospitals, she holds educational in-services for CarePro's skilled home health nurses, and consults with them on difficult cases. Rohr has been with CarePro for nearly eight years.

"I feel I'm serving people by being

"As a patient of OptionCare (Home Health) I know that I will always receive great care and reliable service. Everyone I've worked with has been very caring and, most importantly, treats me as a person and not just a number."

Kristina Koch, Cedar Rapids





CarePro Health Risk Management

Promoting the health of your employees and your company

- Helps workers lead healthier lives
- Helps manage company health care costs
- Helps companies establish a culture of wellness



**Amanda Harty,
Health Risk
Management
Program
Coordinator**

"CarePro Health Risk Management has created a clinical approach to employee wellness programs by utilizing clinical pharmacists, fitness professionals, nurses and respiratory therapists," says Program Coordinator Amanda Harty. "CarePro HRM is an advocate member in WELCOA, (Wellness Councils of America) which signifies our dedication to internal wellness for our own employees as well as the promotion of wellness at our external client sites."

CarePro's Health Risk Management process is simple, causing minimum disruption to business workflow. First we go to the company and provide a pre-screening meeting to educate employees about the upcoming health screening. We conduct the health screenings using a fasting blood test, and have a pharmacist review the results with each employee. Then a company wellness analysis is presented to the employer which includes a confidential review of high-risk employees eligible for health counseling programs.

Includes:

- On-line risk assessments
- On-site health screenings
- Preventive health education programs
- Individualized health counseling/coaching
- Wellness challenges
- Smoking cessation programs
- Wellness consulting services

"If we can save one person from having a heart attack, and our cost for the program is \$25,000, then that's worth it."

John Sadler, co-owner of Sadler Co., Cedar Rapids

"CarePro has been a wonderful partner over the past three years in providing annual health screenings, counseling to help our employees, and has been a large contributor to our overall health and wellness initiatives. With CarePro's help, our health and wellness program is the foundation of our supportive culture of wellness at Van Meter Industrial & Werner Electric."

Van Meter Industrial/Werner Electric



Hey, hey! It's fun giving back...

CarePro's 2008 "Plating for Plates" giving project was a refreshing way to combine care for the needy with hometown spirit. For every run scored by the Kernels during the regular and playoff seasons, CarePro contributed \$5 to Horizons' Meals on Wheels program.

With the Kernels' total of 613 runs, that came to a tidy \$3,065 donation to the Meals on Wheels program which was presented at the August 29 Kernels game last summer by CEO Gary Albers and other CarePro representatives.

"The Plating for Plates campaign was a fun and exciting community service opportunity," says Albers.

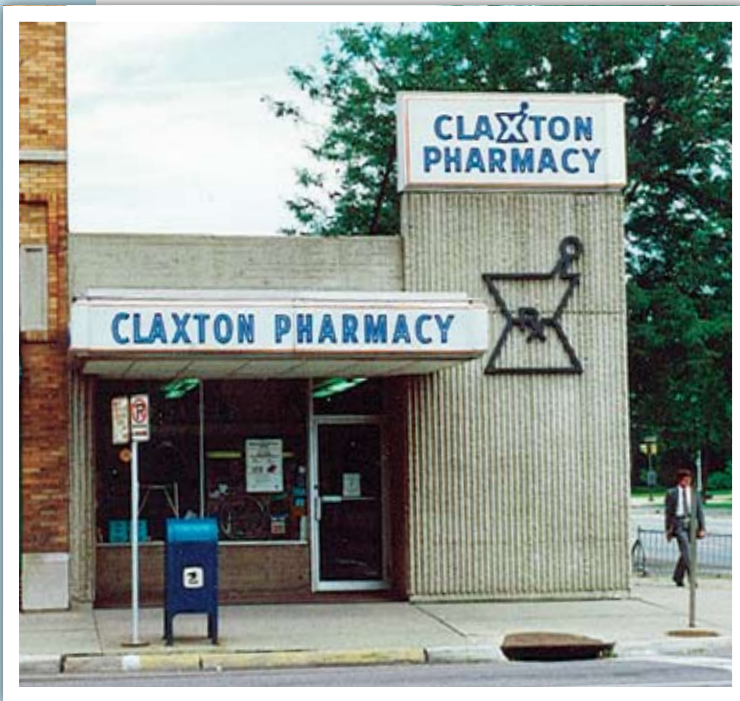
CarePro is involved in a similar campaign, with the Cedar Rapids RoughRiders supplying the hometown spirit this time. For every goal scored by the roughriders during the 2008-2009 season, CarePro will contribute \$5 to the Meals on Wheels program.



**Veterans Memorial Stadium,
August 29, 2008**



Transitions....



1971

Ray Buser, R.Ph., buys Claxton Pharmacy and founds C.R. Pharmacy Service, Inc.



1973

Fifth Avenue Pharmacy opens as a community retail pharmacy and later develops compounding, medical supply (ostomy) and equipment, and nursing home pharmacy.



1980

Shepley Pharmacy in Mt. Vernon is purchased. It has operated as a full-line community retail pharmacy.



Al Shepley

1984

C.R. IV Service, Inc. begins as Claxton's Home IV Service, providing alternate-site infusion therapy services and supplies.

1986

Claxton's Home IV Service joins the national network of Option Care offices, changing its name to Claxton's Option Care.



1989

Liberty Pharmacy in North Liberty opens as a retail community pharmacy.

That same year Liberty Pharmacy and Shepley Pharmacy collaborate to form, along with the University of Iowa College of Pharmacy, the first accredited multi-site community care residency in the country.

1990

Company purchases Paramount Pharmacies.

1991

Claxton Pharmacy conducts one of the first national studies on a new concept in pharmacy known as Pharmaceutical Care—providing patient-centered pharmacy service.

1992

Claxton's Option Care undergoes another name change, becoming Option Care of East & Central Iowa.

1997

Paramount Pharmacy East and Claxton Pharmacy merge to form A Avenue Pharmacy.

1997

Fifth Avenue Medical separates from Fifth Avenue Pharmacy and relocates.



1998

Tipton Pharmacy is purchased.

Option Home Health opens, providing Medicare-Medicaid-certified home care services and Private Duty nursing services.

The name CarePro Health Services is adopted to build a stronger one-company identity. It still consists of two corporations; C.R. Pharmacy Service, Inc. and C.R. IV Service, Inc

1999

Pharmacy Care Associates, a pharmacy providing services to 1,700 nursing home beds in Eastern Iowa, is sold to Omnicare.

2000

Advance Health opens, providing natural health consultative services, preventive screenings, vitamin and herbal supplements, natural skin care products, and organic and specialty foods.

2003

Health Risk Management (corporate wellness division) is developed; one of the early programs in the country offered through pharmacy.

2004

Employee Stock Ownership Plan (ESOP) is implemented. Ownership of CarePro Health Services is transitioned to its eligible employees.

2006

Fifth Avenue Medical and the five retail pharmacies become accredited

to provide durable medical equipment, the pharmacies being the very earliest to be so accredited in the state of Iowa.

2007

Fifth Avenue Medical changes its name to CarePro Home Medical and invests in a customized wheelchair business based in Belmond & Dubuque.

2008

Fifth Avenue Pharmacy provides pharmacy services for Linn Community Care.

The CarePro complex at 402 10th St. S.E. is remodeled, providing state-of-the-art facilities for preparing specialized forms of medications. Other sections of the complex provide space for the various functions of the businesses in addition to a remodeled Advance Health.

The company formalizes the Care Management Program, whereby certified health professionals — generally nurses—provide coordination of patients' health care.

CarePro Home Medical opens a Coralville location.





CarePro Compounding

Compounded prescriptions made to order for your unique needs

CarePro Compounding is a new state-of-the-art pharmacy equipped to prepare specialized medications in a safe environment. Clinical pharmacists, like Lucinda Harms, compound medications for patients based on a patient's specific needs and the prescriber's written order. "These are medications that are not commercially available but meet the needs of the individual," Harms explains.

Custom-compounded hormones for Hormone Replacement Therapy

- Estrogens
- Progesterone
- Testosterone
- Private consultations for peri- and postmenopausal women

Other CarePro compounding services include:

- Pediatric
- Dermatological
- Podiatry
- Palliative Care
- Veterinary Care
- Pain Management



Advance Health gets revamped

Two-thirds of people over age 50 use some form of complementary and alternative medicine, but many of them don't discuss these therapies with their healthcare provider. So the National Institutes of Health have come up with a new initiative, which is at the heart of CarePro's Advance Health: *Ask. Tell. Talk...about integrative healthcare.*

CarePro's mission is to provide integrative healthcare that combines SAFE use of nutritional supplements, herbs and other natural therapies with traditional healthcare solutions. This process complements the care people are receiving from their physician or other healthcare providers.

Advance Health provides patient consultations with health professionals, including Lucinda Harms, a clinical pharmacist and Joseph Collins, a registered nurse with a naturopathic doctorate.

"We're here to consult and assist patients who choose integrative therapies so that they can be used effectively and safely," Harms explains.

Advance Health has also expanded its inventory of gluten-free foods and will now carry only gluten-free food products, eliminating the time consuming task of label reading for celiac and gluten-intolerant patients.

A compounding Q & A

We spoke with Registered Pharmacist Lucinda Harms about the process that's drawing people to the new compounding pharmacy at 402 10th St. SE in Cedar Rapids for custom-made prescriptions. Harms spends the majority of her time, she says, preparing these individualized, compounded prescriptions and consulting with patients. She earned her pharmacy degree from the University of Iowa College of Pharmacy and has spent hundreds of hours studying natural therapies and attending conferences on the use of nutritional supplements in the treatment of disease. As a faculty member at the University of Iowa College of Pharmacy for 14 years, she taught students in the Pharmacy Practice Lab.

Q: Why would someone need or want a compounded prescription?

Harms: A patient may need a compounded prescription because their physician or nurse practitioner wants them to have a medication that is not commercially available, or is not in a form that the patient can easily take. For example, the patient may need the prescription made into a liquid. Another common example is the need for compounded natural hormone creams, such as estrogens, progesterone or testosterone.

Q: You mention liquids and creams; what other forms of prescriptions do you compound?

Harms: I may also compound capsules, gels, suppositories or lozenges, to name a few.

Q: Do your pharmacy patients always need an order from a doctor?

Harms: Yes, all compounded medications require a prescription.

Q: What precisely does the term 'compounding' mean?

Harms: Here's the definition found in Iowa Pharmacy Law: "Preparing, mixing, assembling, packaging, and labeling a drug or device for

an identified individual patient as a result of a practitioner's prescription drug order or initiative based on the prescriber/patient/pharmacist relationship in the course of professional practice."

Q: Are the compounded properties always made from prescription medications or are they also made from 'natural products'?

Harms: Some of the compounds we make are from prescription drugs, some from non-prescription drugs, and some from natural substances. Or they can be a combination of those different classes.

Q: What are the mechanics and equipment used in the compounding process?

Harms: We use precision pharmacy scales and graduated cylinders to weigh or measure the ingredients under a specially vented hood; then we use classic compounding equipment, such as capsule-filling machines, ointment mills, mortars and pestles.

Q: How does a patient get a compounded prescription?

Harms: Talk to your doctor or nurse practitioner about your special needs. Whether it is a hormone prescription, a cream for the skin, or any other customized prescription, we are here to provide what the patient needs.



CarePro
HEALTH SERVICES

