



CASE STUDY

Improving Adherence Through High-Touch Interventions



The Challenge

Patients initiating specialty medication therapy for complex rare disease face many challenges including complex regimens and treatment tolerability considerations that can lead to early therapy discontinuation. Despite appropriate patient onboarding, disease state education and treatment education, VytlOne Specialty identified that there was often an adherence gap after the first month of therapy.

The Solution

Using adherence and outreach data across a small but meaningful patient population, VytlOne Specialty identified a noticeable drop-off in therapy after the first month of treatment.

A deeper review of individual patient journeys revealed that patients who experienced early side effects, device use difficulty, or uncertainty regarding dosing were at the highest risk of discontinuation—often before issues were clinically escalated.

Based on these findings, VytlOne Specialty added a targeted post initiation follow-up call. We crafted unique and clinically meaningful patient engagement questions that would prompt the identification of challenges met by patients based on common trends seen within this population. This approach was intentionally designed to be scalable for rare disease therapies, by focusing on the highest-risk moments in the patient journey.



This service call has been well received by patients and care teams alike. Common side effects and treatment challenges are often identified through these engagements. The pharmacist is then positioned to enact meaningful change and discuss mitigation strategies to help patients stay adherent to therapy. These engagements have further helped foster the patient/specialty pharmacist relationship, cultivating trust in our partnership during their care journey.

The Story

One patient case highlighted the success of this change.



A new VytlOne Specialty patient started the referral process for a complex rare disease medication. After undergoing appropriate onboarding including clinical appropriateness checks and therapy coverage details, VytlOne Specialty's team reached out to the patient. During this process the patient was educated on therapy dosage and administration, what to do in the event of a missed dose, common adverse effects and strategies to manage them as well as when to seek medical attention, medication storage information and more. The patient acknowledged understanding of the information provided and received their treatment a short time later.



Using VytlOne Specialty's innovatively designed targeted post-initiation follow-up call, our clinical care team discovered this patient had self-discontinued therapy without notification of the pharmacy team or medical team directly. Through a thoughtful and intentional patient interview, it was uncovered that this patient had stopped treatment due to a perceived adverse effect. This patient was engaged again on the condition, benefits of treatment, common adverse effects, and with the importance of notifying the care team when facing a treatment challenge.



VytlOne Specialty's team reached out to the patient's medical team informing them of the poor treatment experience. They worked hand in hand with the provider to formulate an alternate dosing strategy to help mitigate the drug toxicity while ensuring ongoing treatment benefit.



This patient re-initiated therapy with updated dosing at the request of her provider and was able to continue treatment.

Why It Matters

We found that after adding the patient engagement touchpoint, 76% of patients received some sort of intervention from the pharmacist, with 68% of total patients receiving additional education on how to manage adverse events.

Early results have shown an adherence improvement in this patient population, with 24% improving their time to fill. This has led to patients refilling their prescription as prescribed. Prior to this intervention, the average days between refills was 38 and after it improved to 29 days.



Nine-day improvement in refill adherence timing.

68% of patients received additional drug education



Source: VytlOne Specialty Patient Reporting, 2026.

This case demonstrates how VytlOne Specialty goes beyond dispensing to serve as a collaborative clinical support resource for manufacturer-sponsored therapy programs — leveraging data, clinical expertise, and targeted outreach to help close gaps in therapy and improve the patient experience.



Contact us for more information about VytlOne Specialty Pharmacy and how we care for our patients with complex rare diseases.

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