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**MinuteClinic Featured in *New England Journal of Medicine* Article on  
In-Store Clinics**  
**-- New treatment option appeals to payers, patients and proponents of  
consumer-driven health care--**

**MINNEAPOLIS, Feb. 22, 2007** -- This week's issue of the *New England Journal of Medicine* (NEJM) highlights MinuteClinic, Inc., a subsidiary of CVS Corporation, in "The Rise of In-Store Clinics," a Perspective Section article written by Richard Bohmer, M.B., Ch.B., M.P.H., senior lecturer of business administration at the Harvard Business School.<sup>1</sup>

The article appears at <http://content.nejm.org/cgi/content/full/356/8/765>

In his analysis of the rapidly growing industry category, Dr. Bohmer writes that patients, payers and consumer-driven health care advocates value the in-store clinic delivery model; while critics' concerns about continuity of care remain unfounded. Among other issues, the article highlights MinuteClinic's use of evidence-based protocols in evaluating and treating common illnesses for patients. The author concludes that the thinking behind this new model of care is likely to influence the design of future health care delivery systems. Keys to its success will be forging relationships with primary care physicians and developing electronic systems to track patient use. With the anticipated increase in demand for health care with the aging of the population, in-store clinics may provide another option for treatment for a circumscribed set of medical issues.

MinuteClinic is the pioneer and largest provider of in-store clinics in the United States.

"Our goal has been to integrate simple health care solutions into the pathway of consumers," commented Michael C. Howe, MinuteClinic chief executive officer. "As more patients look to take control of their health care options, we provide affordable, high-quality treatment for common illnesses that is available seven days a week in convenient locations."

MinuteClinic health care centers, located in 19 states, are found in CVS/pharmacy stores as well as other retail and workplace locations. Clinics are staffed by board-certified

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<sup>1</sup> Bohmer, R. The Rise of In-Store Clinics – Threat or Opportunity? *N Engl J Med* 2007;356:765-8.

nurse practitioners and physician assistants who are trained to diagnose, treat and write prescriptions (when clinically appropriate) for common family illnesses such as strep throat and ear, eye, sinus, bladder and bronchial infections. MinuteClinic also offers common vaccinations, such as influenza, pneumonia, tetanus, MMR and Hepatitis A & B.

Every MinuteClinic patient assessment and treatment follows nationally established clinical practice guidelines from the Institute for Clinical Systems Improvement, American Academy of Family Physicians and the American Academy of Pediatrics.

The protocols are embedded in MinuteClinic's electronic medical records system that guides diagnosis, treatment and billing. At the conclusion of each visit, the system generates educational material, an invoice and a prescription when needed, as well as a diagnostic record that is sent to the patient's primary care provider within 24 hours. A supervising physician is on call during all hours of operation.

Individuals with illnesses outside MinuteClinic's scope of services, or who exhibit signs of a chronic condition, are referred to their physician or, if critical, the nearest urgent care center or emergency room. MinuteClinic only serves patients over the age of 18 months.

### **About MinuteClinic**

Minneapolis-based MinuteClinic is a subsidiary of CVS Corporation (NYSE: CVS), the leader in America's retail pharmacy industry with more than 40 years of dynamic growth. MinuteClinic launched the first retail health care centers in the United States in 2000 and is the first provider to establish a national presence with more than 150 locations across the country. By creating a health care delivery model that responds to consumer demand, MinuteClinic makes access to high-quality medical treatment easier for more Americans. The company has completed nearly 750,000 patient visits with a 99+ percent customer satisfaction rating. A recognized leader in the patient-centric health care movement, MinuteClinic consistently brings innovation to the marketplace and sets new standards for clinical quality that exceed the national guidelines established for store-based clinics by the American Medical Association (AMA) and the American Academy of Family Physicians (AAFP). MinuteClinic is the first and only retail health care provider to receive accreditation from the Joint Commission, the national evaluation and certifying agency for nearly 15,000 health care organizations and programs in the United States. For more information, visit [www.MinuteClinic.com](http://www.MinuteClinic.com).

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