



Physicians Caring for Texans

May 7, 2021

Kevin Ban, MD
Chief Medical Officer
Walgreens Co.
200 Wilmot Rd.
Deerfield, Illinois 60015

RE: Request for Walgreens Co.'s policy on communication with customers

Dear Dr. Ban,

On behalf of our more than 55,000 Texas physician and medical student members, the Texas Medical Association (TMA) writes to request Walgreens Co.'s policy regarding how employees communicate with customers about medical care.

Several Texas physicians from across the state have contacted TMA stating their patients were told by Walgreens' pharmacists they do not need to be treated by a physician any longer because Walgreens can take care of their medical needs with their nurse practitioner(s) on duty.

TMA is very concerned about these reports and contends pharmacists should not steer their customers away from their chosen physicians when their customers are picking up prescription(s) after being seen and treated by a physician. TMA hopes these are isolated incidents and not the policy of Walgreens Co.

As a physician, you know the importance of ensuring every patient has a usual source of care through an ongoing and personal relationship with their prescribing physician(s). We hope to work with Walgreens CO. to support these relationships and encourage patients to have a continuing relationship with their chosen physician(s). Their pharmacy is an important aspect in medical care, as most patients receive prescriptions from pharmacies. Thus TMA hopes to work with Walgreens, Co. to eliminate fragmentation and prevent unnecessary complications.

To ensure Walgreens' employees are not diverting customers away from physicians, TMA requests Walgreen Co.'s communication policy and a conversation with you to discuss this concerning matter.

If you have any questions, please do not hesitate to contact Robert Bennett, TMA vice president of medical economics, at Robert.Bennett@texmed.org. Otherwise, we appreciate your prompt response.

Sincerely,

A handwritten signature in black ink, appearing to read "Diana L. Fite, MD". The signature is fluid and cursive, with a large loop at the beginning and a distinct "MD" at the end.

Diana L. Fite, MD
President
Texas Medical Association