



PHARMACY

CARE



BEYOND

MEDICATION



PHARMACY SERVICES  
MEDICAL SUPPLY

# WE ARE THE NATION'S LARGEST CORRECTIONAL PHARMACY PROVIDER

We serve over 1,800 facilities  
across 48 states.

That's roughly  
700,000 patients.

And we're guided by almost  
40 years of industry experience and  
over 50 years of family ownership.



We also have over 100 licensed pharmacists on staff, including correctional consultant pharmacists like Chuck, Lisa, Fred, and Denise.



*“Diamond representatives are always friendly, knowledgeable, and helpful. I’ve never had any complaints.”*

Michelle Newsome, RN  
Finney County  
Sheriffs Office (Kansas)

## THE PILLARS OF OUR PHARMACY PROGRAM

Over the past three decades, we've listened to our correctional customers to develop a comprehensive approach to pharmacy service that goes beyond just medication dispensing.



### MEDICATIONS AND MORE

*One-stop shopping for all your correctional care needs.*



### CLINICAL RESOURCES

*Improving patient care and cost outcomes while educating your staff.*



### VALUE-ADDED SERVICES AND STRATEGIES

*A collection of tools and resources to get the most from your service.*



### CUSTOMER CARE

*Friendly.  
Timely.  
Personal.*



## MEDICATIONS AND MORE

*One stop shopping for all your correctional  
care needs.*

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### PRESCRIPTIONS

Our pharmacists and technicians  
carefully fill and check each order,  
resulting in an error rate of <0.05%.



### OVER-THE-COUNTER MEDICATIONS

Order all patient-specific and  
commissary OTCs as necessary.



### MEDICAL SUPPLIES

Access to over 10,000 products  
(corrections-safe items included)  
for your infirmary or exam room.



### SPECIALTY PHARMACY

Take advantage of our full-service  
sterile and non-sterile  
compounding departments.



### SPECIALIZED DISPENSING

Blister cards and keep on-person  
options available, plus emergency  
drug kits and stock.



## CLINICAL RESOURCES

*Improving patient care and cost outcomes  
while educating your staff.*

## Pharmacists as Account Managers

Customers are assigned a consultant pharmacist who is on-call 24/7/365 to answer any clinical or logistical questions and to ensure smooth service is smooth.



Our team of clinical pharmacists can counsel your facility's care team about alternative treatment recommendations, formulary management choices, and so much more. Above all, they're here to educate your staff to make the best medication decisions, with the ultimate goal of improving care while decreasing costs.



# OPTICS

Office of Pharmacy Therapeutics  
and Integrated Clinical Services

This team of Pharm. D.'s provides evidence-based practical knowledge and education directly to providers and administrators for optimizing medication management and overall patient health.

# VALUE-ADDED SERVICES AND STRATEGIES

*A collection of tools and resources to  
maximize your pharmacy program.*

## SAPPHIRE EMAR/EHR

Transform medication  
ordering and medpass  
processes with our eMAR  
and EHR built exclusively for  
corrections health.



## FORMULARY MANAGEMENT

We actively monitor your  
medication spending to look  
for cost saving opportunities.

## ONLINE PHARMACY TOOLS

A suite of programs to  
manage billing, reporting,  
inventory, and much more.



## CREDIT ON RETURNS

Unit dose packaging allows for  
easy money back on unused  
prescriptions, where permitted  
by state law.

## 340B PROGRAM

If qualified, we can help  
your facility partner with a  
covered entity (CE)  
to receive discount  
medications.



## GENERIC DRUG UTILIZATION

We'll dispense less-expensive,  
therapeutically-equivalent  
drugs by default, unless you  
request otherwise.



## CUSTOMER CARE

*Friendly. Timely. Personal.*



### EASY ORDERING

Place orders by phone, email, or via online order entry.



### FAST DELIVERY

We ship most orders next-day, with delivery by 10:30am or noon. And we can also do same-day deliveries when needed.



### DEDICATED ACCOUNT PERSONNEL

You're assigned a primary pharmacist, order entry tech, and billing technician for consistent, hassle-free service.



### EMERGENCY BACKUP SERVICE

When you miss a cutoff time, we'll prepare you with on-site emergency stock and arrange delivery through a contracted local backup pharmacy.



## THE DIAMOND DIFFERENCE

*What can nearly 40 years of correctional pharmacy experience do for your facility?*

We prepared our first bid for a correctional facility back in 1983. We spent the following decades building a customer-centered pharmacy program that incorporated new technologies and value-added services that went beyond just prescriptions. In 2001, this strategy helped us surpass competition to become the nation's largest correctional pharmacy provider.

No matter how big we've grown in five decades, our approach to customer service very much resembles what you'd expect to find in our first corner drug store: Friendly, Timely, and above all, Personal. Discover for yourself the difference Diamond could make in the health of your facility.

**Mark Zilner, R.Ph.**  
President and CEO

**Joan Zilner, R.Ph.**  
Co-Founder, Secretary

**Gilbert "Gib" Zilner, R.Ph.**  
Vice President and Co-Founder



## Where We Began...

Our business started as this corner drug store in 1970. Five decades later, we seek to deliver service with the same hometown spirit, no matter who or where our clients are.



## Where We Grew Up...

We completed construction of our corporate headquarters in 1995. The new closed-door pharmacy allowed us to serve an expanding number of corrections customers. In 2001, we surpassed competition to become the nation's largest provider of correctional pharmacy services.



## Where We're Headed...

Innovation on all fronts is key to delivering the very best experience and value for our customers. We've done this by developing eMAR and EHR software, adopting new packaging and workflow systems, and ramping up our clinical presence, to name but a few. Our position in the industry gives us the resources to continuously invest in new technology and practices, to your benefit.



# GO BEYOND THE BROCHURE



## PHONE

800.882.6337



## WEBSITE

[www.diamondpharmacy.com](http://www.diamondpharmacy.com)



## SOCIAL MEDIA

Twitter @diamondpharm

LinkedIn "Diamond Pharmacy Services"



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**GET STARTED TODAY**

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