



## How Fullscript offers flexibility with the perfect dispensing mix

A multi award-winning primary care clinic is on a mission to inspire patients and empower them to champion their individual health journey. They offer concierge care, giving patients access to a personalized experience and access to a variety of healthcare practitioners and specialists. Taking a functional medicine approach, the Clinic relies on Fullscript as a key tool for prescribing high-quality supplements and delivering the best patient experience.



4 years using  
Fullscript



\$413,197 in  
annual revenue



1,005 patients  
supported



13  
practitioners

## Results

The Clinic leverages Fullscript to dispense supplements in-office and virtually, drastically reducing overhead costs and admin resources by limiting the need to stock and manage inventory. Plus, while the Clinic generates passive income, patients can conveniently get healthcare's best products at their appointment or delivered at home. A win-win for everyone!

Fullscript's refill reminders also benefit the Clinic and its patients. Staff can save time and continue to focus on other aspects of care, knowing that Fullscript's refill reminders and its other adherence tools will help to keep patients on track.

By offering an Open catalog, the Clinic patients can self-serve to find products beyond their supplement plans, leading to additional orders and revenue!

**75%**

treatment adherence rate

**\$34K**

in monthly revenue

**Over 30%**

of orders filled outside  
treatment plans

# Challenges and solutions

## Time

**Challenge:** What could help the Clinic eliminate administrative work to allow more time with patients?

**Solution:** The Clinic's practitioners save time using Fullscript by only stocking the highly demanded products in-office eliminating time spent doing inventory.

## Revenue

**Challenge:** What solution could help the Clinic eliminate overhead costs while unlocking a free revenue stream?

**Solution:** Since using Fullscript, the Clinic cut back on their in-office inventory, only stocking the most prescribed products. They are able to offer patients a 10% discount and still have an avenue for additional revenue.

## Convenience

**Challenge:** How could the Clinic offer their patients the most convenient experience for getting their supplements?

**Solution:** The Clinic gives patients more ways to access high-quality supplements providing flexible ordering options with in-office stock or home delivery.

## Supplement quality

**Challenge:** What could the Clinic do to make it easier for their patients to access safe, high-quality supplements from a trusted source?

**Solution:** Unlike many online and big-box retailers, Fullscript guarantees supplements have clinically effective ingredients, third party certifications, and accurate label claims.

## Treatment adherence

**Challenge:** How could the Clinic make it easier for patients to stay on track with their treatment plans?

**Solution:** The Clinic relies on Fullscript features like refill reminders and Autoship to boost treatment adherence and capture more refills with open patient access to their catalog.

**Ready to get started?**

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