

Media Release

15 February 2024

**TERRYWHITE CHEMMART TO EXPAND PARTNERSHIPS
TO OFFER FULL-CIRCLE DIGITAL HEALTH CARE**

TerryWhite Chemmart is set to showcase its commitment to advancing seamless healthcare for customers at their upcoming national conference being held in Perth at the end of this month. The brand will highlight a series of initiatives which will enhance patient support and cater to the evolving needs of the community pharmacy sector.

Embracing a holistic approach to digital health care, TerryWhite Chemmart is leveraging its robust digital platforms, including the myTWC app, to enhance the customer experience. To support local healthcare teams, the brand has also partnered with Hola Health, a leading telehealth provider, to offer on-demand GP appointments. This collaboration expands its customer-centric approach by integrating seamlessly the Health Engine booking platform, the TerryWhite Chemmart website, and the myTWC app – creating an integrated platform for customers to access various health services through its CareClinic program.

In an effort to elevate customer convenience, TerryWhite Chemmart has also joined forces with DoorDash, introducing a two-hour delivery service across nearly 400 pharmacies within its network. This initiative, complementing the existing 'local delivery services', ensures customers pharmacy needs are promptly met, covering the entire eCommerce range and most prescription medications. Nick Munroe, Executive General Manager, highlighted the brand's dedication to simplifying healthcare for customers while emphasising the operational efficiencies these innovations bring to the pharmacy network.

"Our commitment is to provide comprehensive health care tailored to the needs of our customers. These initiatives not only enhance the customer experience but also streamline operations for our pharmacies meaning more time can be spent with our customers," Munroe emphasised.

TerryWhite Chemmart reaffirms its partnership with Health Engine and anticipates further collaboration to enhance accessibility to health and care. The newly formed partnerships with DoorDash and Hola Health represent significant additions to the brand's digital health strategy that continues to grow, focused on more accessible health care for customers and greater instore efficiency for pharmacists.

Dr. Vishnu Gopalan, Chief Medical Officer of Hola Health, expressed enthusiasm about collaborating with the TerryWhite Chemmart team to broaden the reach of quality telehealth services.

"Working with partners who share our values and commitment to simplifying healthcare makes this collaboration seamless. We look forward to continuing our partnership with TerryWhite Chemmart pharmacies to assist patients in need when they can't visit their regular or local GP," said Dr. Vishnu Gopalan.

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About TerryWhite Chemmart:

TerryWhite Chemmart is one of Australia's leading retail pharmacy networks delivering frontline healthcare. With more than 550+ community pharmacies across Australia, we are committed to ensuring every Australian has easier access to pharmacists and expert health advice every day. TerryWhite Chemmart provides high-quality, accessible, and cost-effective community-based health care services and programs.

www.terrywhitechemmart.com.au

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