



## **CITIZENS FOR HEALTH AND WELL-BEING**

# A COMPARATIVE LOOK

**Thierry Chapusot** \_\_\_\_\_  
Chief Executive Officer

**How would you describe the Welcoop Cooperative ?**

It is a cooperative of pharmacists which has continually evolved since 1935 to offer patients the best in health care via the only existing health coordinator: the pharmacist. By its DNA, the services it develops, and by the synergy it guarantees with all health professionals, it is at the heart of the health care system.

**At the heart of the health care system, what is its mission ?**

It is at the heart of all health challenges: from e-health through artificial intelligence, to keeping patients at home, as well as handling the flow of secure data ... the Welcoop Cooperative, with its cooperative members, improves the patient's well-being and guarantees the efficiency of the health care system by putting the best of technology to work for humans.

**What are the main challenges it must face ?**

There are many: the increasing health care expenditure linked to the aging of the population, medical deserts, auto-medication, e-health, patient data protection... There are many challenges which all converge for a better synergy between all sectors of the health care system. The Welcoop Cooperative is at the crossroads of all these challenges and for most of them, we already have operational answers.

**What do you see for the Welcoop Cooperative in the future ?**

It will play a more and more central role in the health care system. Today we are the first health care platform with all of our structures which form a unique health ecosystem in France and internationally.

“ TODAY WE OFFER THE FIRST  
INTEGRATED HEALTH CARE  
PLATFORM IN FRANCE. ”



**“ FROM THE START SINCE 1935,  
THE COOPERATIVE HAS  
PROVEN TO BE A PIONEER. ”**

## **Hugues Moreaux** \_\_\_\_\_ **Chairman of the Supervisory Board**

### **Can we say that Welcoop's cooperative members are pioneers ?**

Above all, all of the cooperative members are professionals committed to the well-being of their patients. With the Welcoop Cooperative, all of them have found services, products and solutions, but also a great source of creativity that allows them to offer the best service to their patients. From the moment of its creation, the Cooperative has accepted this role as a pioneer.

### **Is the pharmacist's job changing ?**

It certainly is: pharmacists that stay behind their counter handing out boxes of medication are not keeping with the times and how the field is evolving. Patients are also consumers and, as such, have new needs, new expectations. We must guarantee them the best in health care, but also accompany them through their lives. The pharmacy has become a major place to keep track of health and must, because of this, create and innovate by offering new services just like the networks of our Cooperative.

### **Do the cooperative members and employees of Welcoop share the same objective ?**

Of course they do! Together we are all behind the same objective to offer the best in health care. We have become "citizens for health and well-being" because through our wide presence, we offer the largest network of professionals ready to listen to patients. The cooperative pharmacists are not only shareholders of the Welcoop Cooperative, they are change agents in their profession by making the choice of progress.

# TECHNOLOGY FOR A MORE HUMAN EXPERIENCE

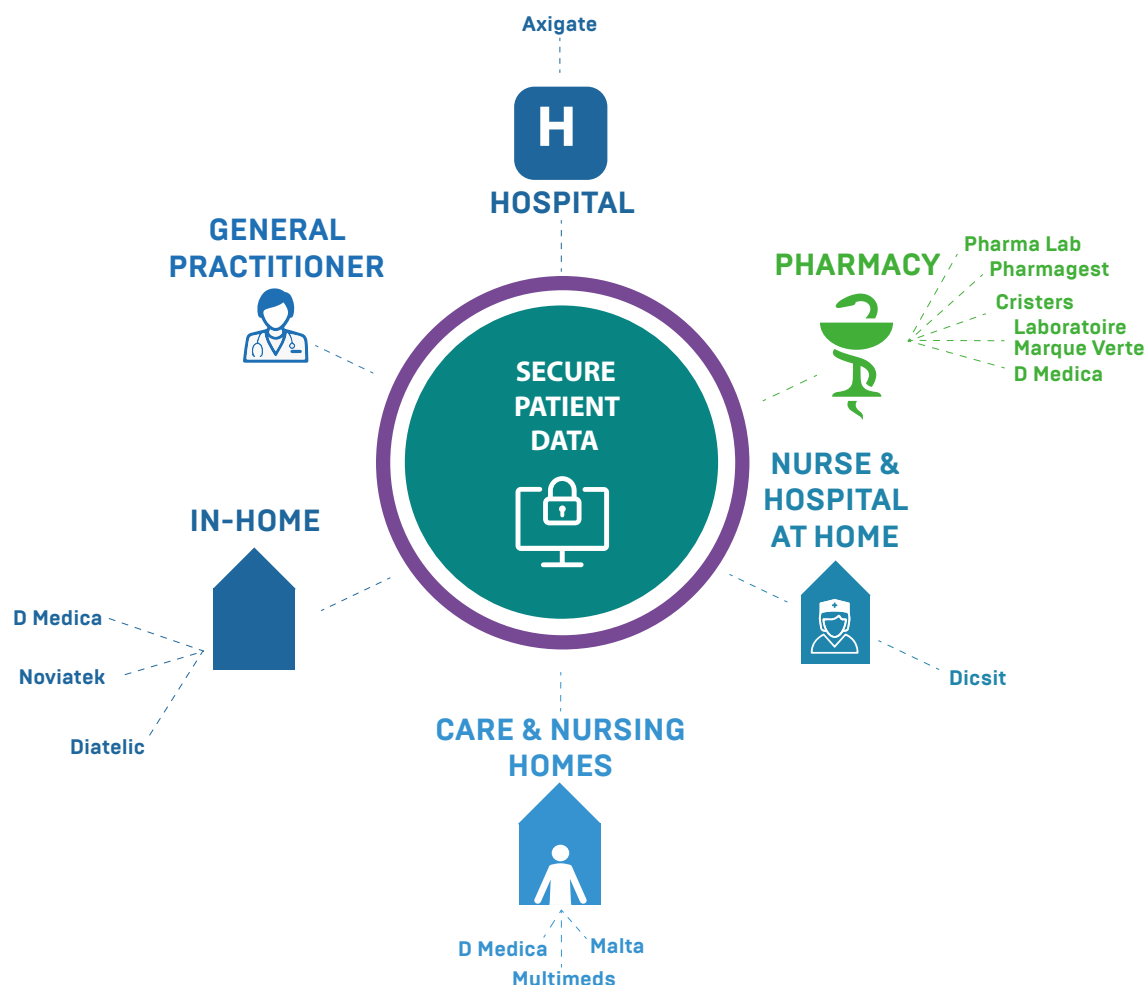
The Welcoop Cooperative associates technological innovation, the evolution of the pharmacist's field, and makes an impact on the economic efficiency of the health care system.

**Imagining tomorrow's health care** today means creating new services, notable e-health thanks to artificial intelligence, and patient data security

**Connecting** health care professionals, **optimizing** medical follow-up via artificial intelligence, **allows** everyone to be able to live in good health and autonomously as long as possible through **connected solutions**.

With its technology hub and all its subsidiaries, the Welcoop Cooperative utilizes the highest technology for an even more human experience by **facilitating the patient's journey**.





## THE FIRST INTEGRATED HEALTH SYSTEM FOR FRANCE AND THE REST OF EUROPE



### THE WELCOOP COOPERATIVE AT THE HEART OF THE PATIENT'S JOURNEY :

#### 1 Secure data

It harvests patient data from all health care professionals through a secure data platform, which is unique in France.

#### 2 Facilitate the patient's journey

It provides access to its platform for all health care professionals in order to securely facilitate the patient's journey.

#### 3 Artificial intelligence

Through this platform, artificial intelligence is combined with human excellence to optimize the patient's well-being.

# NETWORKS CLOSER TO PATIENT EXPECTATIONS



**Cooperative pharmacists** who, **together**, make up the first French network **called “citizens for health and well-being”** for the greater benefit of consumer-patients.



The pharmacy is federated in a **dynamic group**, which is a source of **services** and **innovation**.

The group has priority on technological advances made by the Welcoop Cooperative.



As an important actor in the **natural health** care sector, Anton & Willem associates two types of **medicine, natural and allopathic**, allowing individuals to manage their health in accordance with their lifestyle. A new brand which offers an **alternative approach to health**.



This network is open to the **changing habits of consumers**. The Wellpharma brand embodies the future of pharmacy and forms a true community of pharmacists associated with a consumers' club. Together, they are committed to a **process of constant improvement**.

# AT EVERYBODY'S SERVICE



Tom, 29  
Sales Manager,  
Insulin-dependent diabetic

- Has a very active job while wearing an insulin pump. He often travels for work. The advising nurse at D MEDICA adapts to his hours to ensure the monitoring of his pump and the renewal of his consumables.
- Is well looked after by his pharmacist who created his patient file in the Pharmagest Patient Compliance Follow-up Software.
- Prefers Cristers generic medications because they are recommended by his pharmacist and help with the health care system's efficiency.
- A believer in using alternative medicine, he drives tens of kilometers, at least once a month, to get to his specialist Anton & Willem pharmacy
- Uses Soludiab medical devices and health products (needles for injector pens, blood sugar reader and innovative support products) from the Marque Verte Laboratory. It's the only range that takes care of daily needs for diabetics, a range created with help from patients, nurses and pharmacists.



Louise, 81  
Lea's Mother, At Home

- Wishes to stay at home as long as possible. D MEDICA has done a free audit of her home. The medical devices there and the advice given limit the risks of falls and favor her autonomy as well as her living comfort.
- New technology is bringing real support to Louise and to those close to her: the Noviacare health box by Pharmagest alerts them if Louise's behavior is unusual and Louise doesn't forget to take her medication thanks to the DO-Pill connected pill box.
- Is a client of Anne's pharmacy. She is a member of the Wellpharma club and benefits from the brand's senior services: home delivery of medical devices (incontinence products) and inventory checks of her medicine cabinet.

- With My Mobile Pharmacy by Pharmagest, Lea sends her prescriptions to her pharmacist via the application and saves time when she goes there.
- Member of the Wellpharma consumer's club, Lea receives health information and has regular assessments with her pharmacist and on the wellpharma.com website.
- Communicates with her father in a care home via TITAN WEB ENTOURAGE software by Malta IT.
- As a member of the Marque Verte Laboratory consumer community, she regularly tests the products and trusts the Dernasens quality products with 0% undesirable substances.



Léa, 49  
Court clerk, Mother of 2,  
responsible and connected  
buyer



Henri, 87  
Lea's Father, Care Home Resident

- Feels good in his care home, which uses TITAN management solutions proposed by Malta IT for the follow-up of his administrative and medical care. He is also satisfied with the care done with the Marque Verte Laboratory connected medical devices linked to TITAN software. Hospitalized last month, the continuity of the care was ensured by aXigate's REFLEX software used by the hospital, which allowed staff to both write in and follow his medical file.
- Also benefits from medical devices selected by D MEDICA, which trains medical staff on the use of the equipment.



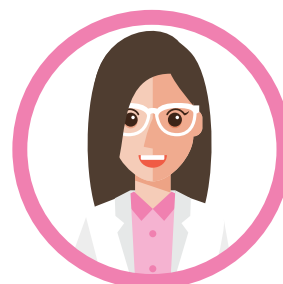




Zoé, 29

Pregnant with her first child, hospitalized at home for her high-risk pregnancy

- Attended a **future parents coaching session** offered by her **Wellpharma** pharmacist and feels more confident about her pregnancy and her future life as a mother. She plans to attend another **coaching session for new parents**.
- Was able to be hospitalized at home thanks to the Home Hospitalisation service of the hospital that is following her during her pregnancy and which uses the **anthADine.net** management software by Dicsit IT.



Anne, 40  
Pharmacist

Welcoop cooperative member

- Is supported in her role as a health professional and head of a company thanks to technological solutions from Pharmagest, all connected to her professional LGPI software.
- Member of Wellpharma, she has access to central purchasing as well as Objective Pharma and in that way she fully optimizes her back room stock. She found a solution for recruiting and gaining the loyalty of her clientele thanks to the Wellpharma brand.
- As a Welcoop cooperative member and pharmacist, Anne wants to be involved when her patients return home so they can stay there. She chooses D MEDICA, a service provider with teams in multidisciplinary fields such as drip infusion, nutrition, respiratory illness pathology and medical equipment, at home or in care homes.
- Uses Cisters Laboratory posters to reassure her clientele about the origin of their medication and about her choice to dispense Cisters generic medication.
- Prefers to dispense European medication distributed by PharmaLab, which allows her clients and social security to save money.
- Chooses to have PharmaCap deliver to ensure the traceability of her products.
- Delivers and prepares the medications for the neighbouring care home equipped with TITAN, following the notification of the arrival of the new prescription on the MY TITAN MOBILE smartphone application.
- Chooses the health and well-being products from Marque Verte Laboratory, which are competitive and exclusive to the pharmacy. These products guarantee the quality that consumers are within their rights to demand and what's more, the consumers are involved in the products' development.



Lydia, 36  
Community health nurse

- Medical devices are forever changing. D MEDICA trains Lydia in the use of the different material she has to use with her patients.
- Writes up the treatments performed at clients' houses in microsoins.net the dedicated solution for community health nurses on house calls by Dicsit IT.
- Easily manages all her electronic treatment administration acts at her patients' homes with eS-KAP-Ad, the connected and nomad solution by KAPELSE. She can rest assured that the invoices she creates while out and about are valid because at any time with eS-KAP-Ad, she can update her client's health care card.
- Participates in the creation of Marque Verte Laboratory's Abso and Soludiab products, which meet treatment protocols and preserve patient comfort.



Simon, 52  
Doctor

- The administrative part of Simon's job takes him a lot of time. To have more time for his patients, D MEDICA provides him with secure and certified HDS extranet access which groups the files related to patient information and at-home follow-up done by D MEDICA.
- Follows the state of his care home patients and refills their prescriptions thanks to TITAN WEB MÉDECIN by Malta IT.
- Prescribes Marque Verte Laboratory's Abso and Soludiab products because he was able to test them ahead of time to be sure of the quality.

# COMPANY DIRECTORY

## TECHNOLOGY POLE

### **Axigate (FR)**

**Information health care system  
for hospitals**

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+33 1 45 89 66 66  
[contact@axigate.fr](mailto:contact@axigate.fr)

### **Caremeds (GB)**

**Medecines management in care**

[www.caremeds.co.uk](http://www.caremeds.co.uk)  
+44 (0) 1794 400 100  
[info@caremeds.co.uk](mailto:info@caremeds.co.uk)

### **Diatelic (FR)**

**Telemedicine & artificial intelligence**

[www.connexion.pharmagest.com](http://www.connexion.pharmagest.com)  
+33 3 83 41 60 30  
[contact@diatelic.com](mailto:contact@diatelic.com)

### **Dicsit (FR)**

**Software for home care**

[www.dicsit.com](http://www.dicsit.com)  
+33 3 83 23 69 00  
[contact@dicsit.com](mailto:contact@dicsit.com)

### **DOmedic (CA)**

**Solutions for treatment compliance**

[www.domedic.ca](http://www.domedic.ca)  
+1 (418) 842-3535  
[info@domedic.ca](mailto:info@domedic.ca)

### **Kapelse (FR)**

**eHealth innovation**

[www.kapelse.com](http://www.kapelse.com)  
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### **Malta Informatique (FR)**

**Information health care system  
for care homes**

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### **Multimeds (FR)**

**Medication adherence packaging**

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### **Multimeds (IE)**

**Medication adherence packaging**

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### **Nanceo (FR)**

**Sales financing**

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### **Noviatek (FR & LU)**

**Monitoring of frail patients**

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### **Pharmagest (FR)**

**Technologies for health care**

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### **Pharmagest Italia (IT)**

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### **Sabco (BE)**

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### **Sailendra (FR)**

**Artificial intelligence solutions**

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## SERVICES POLE

**D Medica (FR)**  
**Health care services for in-home  
and care homes**

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## LOGISTICS POLE

**Evrard DPE (FR)**  
**Logistics for pharmaceuticals**

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**Pharmalpa (FR)**  
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## NETWORKS POLE

**Anton & Willem (FR)**  
**Pharmacy brand specialized  
in natural medicine**

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**Objectif Pharma (FR)**  
**Pharmacy group**

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[contact@objectif-pharma.com](mailto:contact@objectif-pharma.com)

**Wellpharma (FR)**  
**Pharmacy brand specialized  
in services for patients**

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## PRODUCTS POLE

**Represented by Welcoop**  
**Solution Produits (FR)**  
**Customer service**  
+33 9 70 82 05 21 (non surtaxé)  
[service.clients@welcoop-produits.com](mailto:service.clients@welcoop-produits.com)

**Laboratoire Cristers (FR)**  
**Generic medicines**  
[www.cristers.com](http://www.cristers.com)  
+33 1 42 04 94 20 (pharmacovigilance)

**Laboratoire Marque Verte (FR)**  
**Products for health & wellness**  
[www.marqueverte.com](http://www.marqueverte.com)  
+33 3 83 55 05 67  
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**Pharma Lab (FR)**  
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LA COOPERATIVE  
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