



# Case Study: >>John N.

## *Man Goes From Skeptic to Advocate for Reminder Service*



John N. is a 62-year old disabled former cook who is a Medicaid participant. John had a problem with unstable diabetes that his doctor told him was due to John's difficulties in complying with his prescribed medication regimen.

John reports that six times in 2003, he lost consciousness and was taken by ambulance to the hospital where he was treated in the emergency room and intensive care unit. He reports that on one of these six occasions, the ambulance bill was \$1900 and the hospital bill was \$121,000.

Despite some misgivings, John enrolled in the Medicaid Wireless Medication Notification Program in early 2004. He was given a pager and instructions on its use during a PageMinder home visit. John's misgivings continued and he did not use the pager until another episode sent him to his doctor's office.

He receives reminders every morning and evening to take his medication and test his blood sugar. He records the test results in a log that shows that he has achieved stabilization for more than a year after starting the program. His number of medications has decreased from 11 to 4 and best of all, he feels better and has had no further incidents requiring ambulance, emergency room and intensive care services. John attributes his improved compliance to the reminders.

John has much improved health and the Medicaid program has saved tens of thousands of dollars on John's medical care compared to the year before he enrolled in the PageMinder program.

John has become an advocate for medication compliance programs, speaking with other tenants in his apartment complex; through a local home health agency and meeting with leaders of the state legislature to endorse continued support of the reminder program.