



CalRx® Insulin Patient Advisory Council Meeting
Mail Order vs. Community Pharmacy Questions
Tuesday, July 29, 2025

CalRx would like to better understand the potential barriers to accessing community pharmacies and utilizing mail-order pharmacies, such as the logistics of cold-chain transport and the need for insulin to be temperature controlled at the point of delivery (i.e., not sitting out for excessive periods).

1. How does the location or convenience of community pharmacies impact consumer access to insulin?
2. How do consumers perceive the use of mail-order pharmacies for accessing insulin?
3. What are the key barriers to uptake of mail-order pharmacies for accessing insulin?