



At Home Harmony Insights

May 2026

Care Model Spotlight

The Heart of Home Care: At Home Harmony Pharmacy

At Home Harmony is built around one goal: helping older adults age in place with dignity, safety, and truly coordinated care. Whether you live at home or in a senior living community, our services are designed for your convenience and peace of mind.

The At Home Harmony pharmacy is at the heart of our in-home care model. Our pharmacists spend over 30 minutes reviewing each patient's medications to reduce risk and improve outcomes — and for eligible patients, these services are covered by Medicare.

Our pharmacy works directly with your At Home Harmony in-home medical provider to ensure medication management is seamless, accurate, and timely:

- **Fast implementation** of medication changes reduces delays and errors
- **Ongoing reviews** catch interactions and ensure accuracy, especially for complex or chronic conditions
- **Direct home delivery** eliminates pharmacy trips
- **Dose packaging** simplifies schedules and improves adherence
- **Post-hospital reconciliation** reduces complications and readmissions

One recent patient, discharged with multiple medication changes, received a full review, updated prescriptions, and pre-sorted delivery within days — preventing confusion and a potential readmission.

Over the past two years, At Home Harmony has cared for thousands of patients across Virginia, bringing a proven, home-based model that delivers high-quality geriatric care where seniors are most comfortable. Our coordinated approach offers everything a traditional primary care practice provides — plus services specifically designed to help older adults age in place.

Our Pharmacy Process

- 1 Initial Consultation** — A pharmacist reviews your current medications and health goals to tailor care to your needs.
- 2 Prescription Transfer** — We coordinate directly with your current pharmacy for a seamless transition.
- 3 Home Delivery** — Medications arrive in easy-to-use bubble-dose packaging on a monthly or weekly schedule, so you never run out.
- 4 Ongoing Support** — Your pharmacist checks in regularly to monitor your medications and address any concerns.
- 5 Billing Support** — We manage all interactions with Medicare, Medicaid, and other carriers on your behalf.
- 6 Continued Partnership** — We are your long-term pharmacy partner, here for whatever your needs may be.

Ready to get started? Contact **Elizabeth Gordon, RPh.** at 804-210-3103 or Elizabeth.Gordon@athomeharmony.com

Harmony Highlight

Patient Stories

Case Study #1

Coordinated Care for a Dementia Patient at Home

Patient Profile:

85-year-old man with dementia | Living at home | Wife is primary caregiver



The At Home Harmony Difference:

Our in-home provider and pharmacist communicate directly — during and after every visit — to manage medications together.



TOPICS THEY ADDRESS

- Medication side effects
- Proposed changes and what to expect
- Caregiver questions about the regimen



WHAT THIS LOOKS LIKE

- Real-time medication support during in-home visits
- Clear guidance for caregivers on what's changing and why
- A direct channel for caregivers to raise concerns and get answers



WHY IT MATTERS

- **Safer care** — proactive, coordinated medication management
- **Less caregiver burden** — fully informed and supported
- **Better adherence** — smoother transitions when meds change

Key Takeaway:

When your provider and pharmacist work together — and the caregiver is part of the conversation — medication changes are safer, better understood, and easier to manage at home.

Case Study #2

Rapid, Safe Medication Adjustment Through Real-Time Collaboration

The Situation:

An At Home Harmony patient on Eliquis received a new prescription that appeared contraindicated — flagged immediately by our in-house pharmacist.



The At Home Harmony Difference:

Our pharmacist messaged the treating provider via Teams within minutes of the order — no waiting for a callback.



THE RESULT

- A safe alternative was identified and prescribed promptly
- No delays in care, no interruption to therapy



WHY IT MATTERS

- **Faster safety net** — real-time communication catches dangerous interactions before they reach the patient
- **No phone tag** — direct messaging replaces the back-and-forth office callback cycle
- **Continuity preserved** — timely decisions keep complex regimens on track

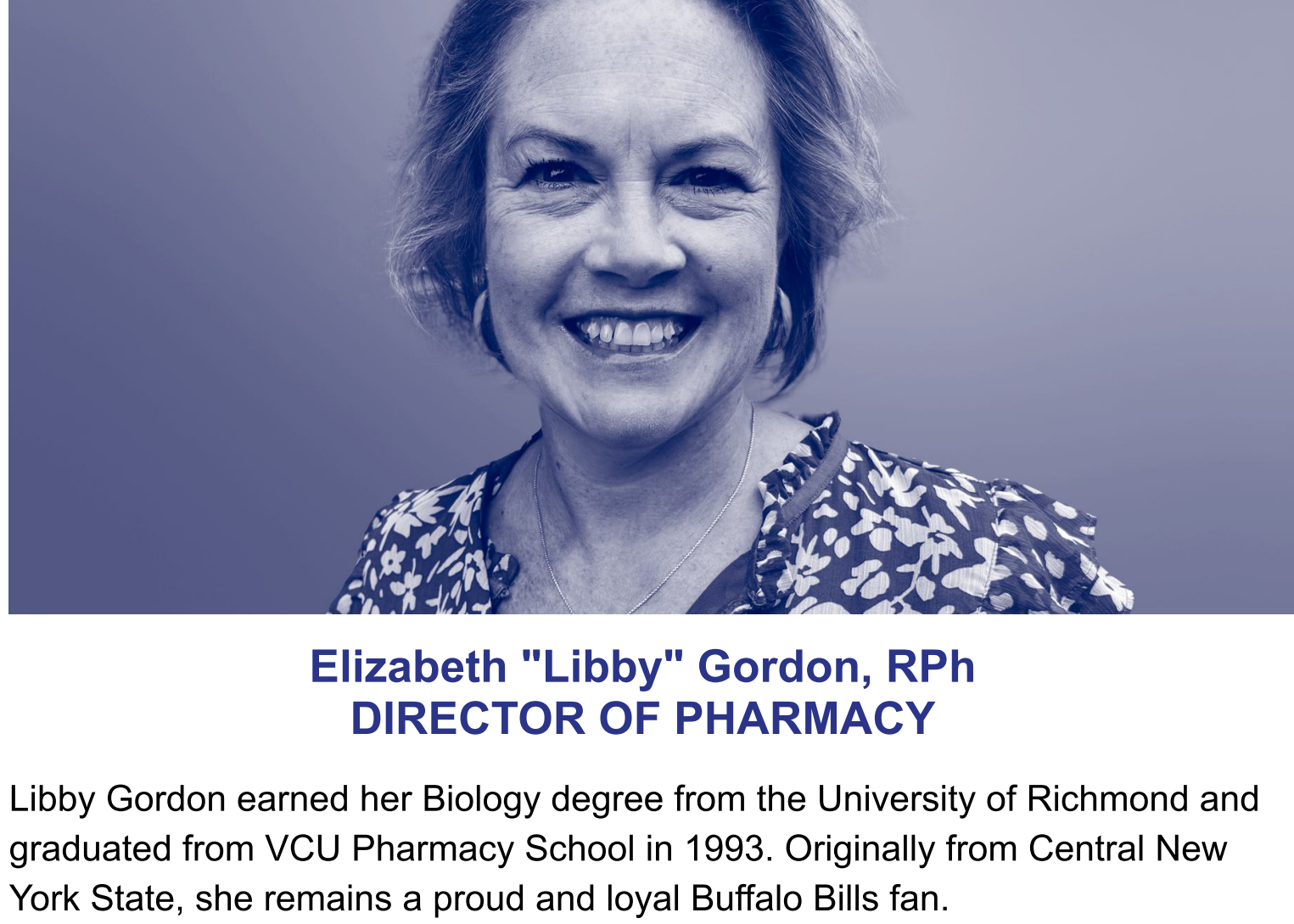
Key Takeaway:

When clinicians and an in-house pharmacist communicate in real time, dangerous drug interactions get caught fast — and patients stay on the safest, most effective therapy without missing a beat.

Why The Model Works

- Real-time, two-way communication between clinicians and pharmacy improves medication safety for seniors on complex regimens
- Integrated pharmacy support reduces delays, prevents adverse events, and keeps care patient-centered

Harmony Clinician Spotlight



Elizabeth "Libby" Gordon, RPh
DIRECTOR OF PHARMACY

Libby Gordon earned her Biology degree from the University of Richmond and graduated from VCU Pharmacy School in 1993. Originally from Central New York State, she remains a proud and loyal Buffalo Bills fan.

Over the course of her career, Libby has built broad expertise across retail pharmacy, Home IV Infusion, and Long Term Care. She has devoted the last third of her career to dispensing medications and helping manage medication regimens for patients in their homes.

Outside of work, Libby enjoys baking, gardening, and spending time with her two adult children.

Contact us to schedule a referral or
to refer to a potential patient.

(833) 533-7177

Contact Us