



RETAIL SPECIALTY PHARMACY: FAQ

How to place a prescription order:

Your doctor will send us a prescription order for your medication. We will call you to set a delivery or pickup date. We are able to deliver to your home; however, you may ask us to deliver to a different place.

How to obtain a refill:

We cannot automatically send your refill. We must speak with you or your representative to schedule a pickup or delivery. We will attempt to reach you within 5 business days of your next fill date. If you have not heard from us and are running low on your medication, please contact the pharmacy directly at 855-811-7995. If you run out of refills, you must contact your doctor to request new refills. If you have refills available, you do not have to contact your doctor. Please feel free to call us directly to request your refill.

How to check on a prescription status:

If you use our delivery service, we will check to see if your medication is delivered. If your medication is not delivered, we will call to schedule a new delivery. To check on your prescription status, please feel free to call our pharmacist at 1.855.811.7995.

Information on prescription substitutions:

You will be informed if the pharmacy has received directions from your doctor to dispense a drug different from the one that was initially ordered. Our pharmacist will contact you to provide you with information about drug substitution procedures and answer any of your questions about your medication.

How to transfer a prescription to another pharmacy:

If you would like to have your prescription transferred to another pharmacy, please have that pharmacy contact us at 1.855.811.7995 during normal business hours 9 am to 5 pm CST Monday thru Friday.

How to obtain medications not available at the pharmacy:

If your medication is not available at our pharmacy, we will call you and your doctor. We will help you with what to do to get medication.

How to handle medication recalls:

We will call you if you are affected by a drug recall. We will also call your doctor if your plan of care changes. We will also call you to discuss changes in your plan of care.

How to dispose of medications:

- Do not give your medicine to friends. A medicine that works for you could harm someone else.
- Find a drug take-back program in your city. Take your unused drugs to the take-back program for disposal.
- Follow the disposal directions in the patient information that comes with the medication.
- If no disposal directions are given with the medication and no take-back program is available in your area, throw the drugs in the household trash following these steps:
- Take the medication out of the medicine bottle. Mix it with used coffee grounds or kitty litter.
- Place the mixture in a plastic zip lock bag or a jar with a lid. This stops the drug from leaking out of the trash.
- Remove your name and address from the medicine bottle before throwing it away. This will help protect your identity and the privacy.
- Throw the medicine bottle and the plastic bag or jar into the trash.
- If you have other questions about drug disposal, talk to your pharmacist.

How to handle adverse reactions:

- We will ask you about all medications you take, about your allergies, and about the vitamins and/or over-the-counter products you take. We do this to help determine if your medication may interact with other medications, or if you may be allergic to the medication.
- Some medications have known side effects. The drug information we give you tells you about those side effects. You may also ask your pharmacist about side effects. If you have a side effect while taking the medication, please call our pharmacist and/or

your doctor immediately. If the adverse reaction is severe or life-threatening please call 911 or go to the nearest emergency room.

How to access medications in case of an emergency or disaster:

Our Pharmacy Team is also available by phone 24 hours a day, 365 days a year. Our Phone Number is 1.855.811.7995. All calls in the United States are free. If you experience an emergency or disaster, please call us for assistance.

How to report concerns or errors:

Before taking your medication, make sure your name is on the label. Make sure the name of the drug is right. Make sure the medication is the right color and shape. If something is wrong or concerning, please call our pharmacist.