Pharmacy SOLUTIONS

Pharmacysolutionsonline.com

Welcome to Pharmacy Solutions

We are delighted you have selected us as your Pharmacy. We are very passionate about patient care and promise you a superior patient care experience. Please take a moment to read this information sheet to better understand our services.

Pharmacy Solutions is a specialty compounding pharmacy and our highly trained staff will prepare your personalized prescription in our lab according to your doctor's specifications. Compounded medications are one-of-a-kind drugs and are prepared to meet your personalized drug requirements. Your medication will be compounded after a prescription order has been received and after you have approved the cost. Preparing personalized medications take time and we strive to prepare compounded prescriptions within two business days. Please allow adequate time for preparation and shipping. In the event of a medical emergency, we can prepare your prescriptions quicker if materials are available.

General Information

You may view our Patient Rights and HIPAA statement on our website at

http://www.pharmacysolutionsonline.com/Notice_of_Privacy_Practices_2013.pdf.

- If you prefer to have a printed copy, please inform our patient care representatives

You should receive clear information regarding the cost of your medication

- Some insurance companies do not pay for compounded prescriptions
- We will contact your insurance company and make every attempt to bill your prescription to your insurance company
- Your insurance company determines your co-pay; we cannot discount your copay
- The staff will inform you of your out-of-pocket cost prior to compounding your medication
- You have the right to select a compounding pharmacy of your choice and you are not obligated to fill your prescriptions at Pharmacy Solutions
  - Once you have accepted the terms of payment, your medication will be compounded
  - We accept cash, checks, Visa, Master Card, Discover, American Express and debit cards

You should receive information regarding drug treatment, side effects and storage

- You will receive a Patient Advisory Leaflet (PAL) with your first prescription
- If you have any questions about the medication, please call during regular business hours
- In the event of a medical emergency such as severe, life threatening side effects or allergic reaction, call 911 or go to the nearest emergency room
- A pharmacist is available after-hours for emergencies and questions that are not life threatening but are serious and cannot wait until the following business day
  - Call 734-821-8000 (toll free 877-797-6567) and follow the instructions to contact a pharmacist

- Compounded medications are sometimes dispensed in containers that are not childproof medications
  - Pharmacy Solutions utilizes lockable zip lock bags for storage of these medications
  - Please inform our patient care representative by email or phone call if you prefer to receive your medications in NON-CHILD SAFE containers
  - Informing us of your preference will save resources and excess landfill waste

Your prescription label has information regarding how much and how often to take or apply your medication

- If the instructions on the label are not clear to you, please call the pharmacist

The label also contains information regarding the expiration date of the prescription and the Beyond Use Date of the medication

- Compounded medications have a shorter shelf life than those made by a drug manufacturer
  - The *expiration date* of the prescription informs you of the last day you can call for refills before your prescription expires
  - Your prescription expires in two ways
    - One, because the number of refills your doctor authorized has been reached
    - Two, because the length of time the prescription was valid has been reached
  - *The beyond use date (or discard date)* tells you when you should discard the medication because it has reached its effective date of drug stability and we can no longer guarantee its potency or effectiveness

You have the right to file a complaint with management if you are unhappy with the service or product you received

- If you wish to file a complaint, ask our patient care representatives for a customer complaint form
- You should expect to hear from management within two business days after we receive your complaint
  - If you feel you have been treated unfairly and you are not satisfied with the decision of management, you may contact LARA (Michigan Board of Pharmacy Licensing Division and discuss the situation. You may also contact our accrediting body ACHC-Pharmacy Compounding Accreditation Board at 919-785-1214

We hope this information has been helpful. We appreciate your patronage and wish you health and happiness.

In Good Health,
The Pharmacy Solutions Team

COMPOUNDING INCORPORATES THE 5 PATIENT RIGHTS
The Right Patient-The Right Drug-The Right Dose-The Right Route-The Right Time

Hours of Operation
Monday, Tuesday, Thursday 9:00 am - 6:00 pm
Wednesday & Friday 9:00 am - 7:00pm
Closed on Saturday, Sunday and Holidays
24-hour pharmacist on call for emergencies

Pharmacy Phone: 734.821.8000
Fax: 734.821.8001
Email: info@pharmacysolutionsonline.com