



5204 Jackson Road, Suite C Ann Arbor, MI 48103
Pharmacy Phone: 734.821.8000 Fax: 734.821.8001
Email: info@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 minute to read this information sheet so you have a better understanding of our services.

Pharmacy Solutions is a specialty compounding pharmacy. 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, 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. 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.

Hours

Monday- Friday 9:00 am- 6:00 pm

Closed Saturday, Sunday and Holidays

Pharmacist available by phone, 24 hours a day for emergencies

GENERAL INFORMATION

- **You may view our Patient Rights and HIPAA statement on our website at www.pharmacysolutionsonline.com**
 - 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 costs *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 checks, Visa, Master Card, 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 emergency issues and questions that are not life threatening but are serious and cannot wait until the next business day
 - **Call 734-821-8000 (toll free 877-797-6567)** and follow the instructions to contact the pharmacist on-call
- Some compounded medications may be dispensed in containers that are not childproof, but can be shipped in lockable/scent proof ziplock bags to protect children and pets.
 - Please inform our patient care representative if you would like to receive your medications in lockable zip lock bag
- **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 wrote 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 representative 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
- **Consumers are reminded to report an Adverse Drug Reaction (ADR) or serious adverse events that may be associated with a medical device, as well as use errors, product quality issues, and therapeutic failure to the Federal Government FDA MedWatch Program**
 - If you wish to report an ADR please **click the link to go to form** <https://www.accessdata.fda.gov/scripts/medwatch/index.cfm?action=professional.reporting1>
 - If you have any questions, please contact one of our Pharmacy Team members and they will be happy to assist you

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***