



## **Thank you for ordering your medication from Chemistry Rx Pharmacy!**

This medicine was compounded specifically for you in our pharmacy to fill the prescription your prescriber wrote for you. It was specially made to meet your individual needs. For this reason, no standardized information or literature is available with your prescription. Please, discuss this medicine with your pharmacist or prescriber to assure that you understand:

- 1-Why you have been prescribed a compounded medicine.
- 2-How to properly take this medicine.
- 3-The interactions, if any, this medicine may have with any other medicines that you are taking.

Compounding is a long-standing pharmacy practice that allows prescribers to treat their patient's individual needs without being restricted only to off-the-shelf medicines or devices. This medicine was prepared in our compounding pharmacy to meet the specifications ordered by your prescriber.

The active ingredients in your medication are listed on the label attached to your medication as prescribed by your prescriber. Any specific instructions regarding storage will be mentioned on the package.

Follow your prescriber's exact instructions on how to use the medication. Keep all medications away from children. Do not use your medications on other people, especially children.

If you are planning to get pregnant or are pregnant check with your prescriber about appropriate use of the ingredients.

Call your pharmacist or prescriber if:

- You experience any side effects.
- You are taking additional medicines that may interact with this compounded medicine.
- You have allergies or other medical conditions that should be noted.
- Call our pharmacists if:
- Information on the label is not clear to you.
- You have any concerns regarding precautions, ingredients, or proper storage.

At Chemistry Rx your safety is a priority. We make efforts to ensure that your directions are clear and that you receive the highest quality compounded medications. If you have any complaints about your service or your prescription, please call us so that we can help. We will resolve any issues to your satisfaction.

We take all complaints seriously and use any patient suggestions or complaints to put processes in place to make our services better.

**For Complaints or Grievances: Call 855-790-0100 and ask to speak with a manager.**

These complaints will be documented and handled in a professional manner. If our pharmacists are unable to resolve your concern, the pharmacy manager shall be notified as soon as reasonably possible and an investigation shall be initiated within 72 hours after being made aware of an incident, variance or unusual occurrence and you will be informed of the outcome by telephone or in writing.

You have the right to freely voice grievances and recommended changes in care or services without fear of reprisal or unreasonable interruption of services.