



1274 Anna J Stepp Rd. Ypsilanti, MI 48197
855-GOO-BLUE (855-466-2583) Toll Free Phone
855-445-1119 Toll Free Fax
info@valiantrx.com

www.valiantrx.com

Welcome to Valiant Compounding Pharmacy

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.

Valiant Compounding Pharmacy 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 one to 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.

Operating 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.valiantrx.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.**
 - 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 Valiant Compounding Pharmacy
 - 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 toll free 855-GOO-BLUE (local 734-545-1117)** 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 zip lock 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 pharmacy and ask to speak to a 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.
- **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 your health and happiness.

Your Valiant Compounding Pharmacy Team

***Compounding Incorporates the 5 Patient Rights
The Right Patient-The Right Drug-The Right Dose-The Right Route-The Right Time***